

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 22 2005

PUBLIC SERVICE  
COMMISSION

In the Matter of:

AN INQUIRY INTO LIMITATIONS	)	
Of USE FOR TARIFFED SERVICES	)	ADMINISTRATIVE
DESIGNATED OR OTHERWISE	)	CASE NO. 2005-00186
REFERRED TO AS UNLIMITED	)	

**AT&T'S RESPONSES TO ATTORNEY GENERAL'S  
REQUEST FOR INFORMATION  
DATED JUNE 22, 2005**

Pursuant to the Commission's directive in its June 22, 2005 Order establishing this proceeding, AT&T Communications of the South Central States, LLC ("AT&T") provides the following responses to the questions propounded by the Attorney General through the Office of Rate Intervention.

1. Please provide copies of all advertisements, regardless of medium, solicitations, and explanations provided to the public to introduce, explain and/or market any plan labeled or otherwise described as "unlimited." In the event that the medium used is audio or video in nature, a transcript of same is deemed sufficient.

**Response:**

Attachments 1 through 8 are copies of the AT&T Consumer Service Guides provided to local residence subscribers upon request.

Attachment 9 is a copy of explanations provided to residence customers regarding plans that are labeled or otherwise described as "unlimited."

Attachment 10 is the AT&T Consumer Service Guide provided to long distance residence subscribers upon request.

Attachment 11 is a copy of explanation provided to small business All In One Advantage Plan.

Attachment 12 is a sample Welcome Letter provided to all new small business All In One Advantage Plan customers.

Attachment 13 is the All In One Reference Guide provided to all new small business All In One customers.

Attachment 14 is the sample Welcome Letter provided to all new residence local unlimited plan subscribers.

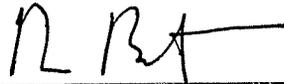
Attachment 15 is the sample Welcome Letter provided to all new long distance unlimited plan subscribers.

2. Please provide a copy of any and all contracts signed by customers who have participated or are participating in a plan labeled or otherwise described as "unlimited." This request seeks only a copy of the blank contract(s), not the executed contract for every customer.

**Response:**

Customers who have participated in or are participating in the plans labeled or otherwise described as "unlimited" do not sign contracts.

Respectfully submitted,



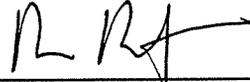
---

C. Kent Hatfield  
Douglas F. Brent  
STOLL, KEENON & PARK, LLC  
2650 AEGON Center  
400 West Market Street  
Louisville, Kentucky 40202  
(502) 568-9100

COUNSEL FOR AT&T COMMUNICATIONS  
OF THE SOUTH CENTRAL STATES, LLC

CERTIFICATE OF SERVICE

A copy of the foregoing was served this 21<sup>st</sup> day of July, 2005 first class, United States mail, postage prepaid, upon Dennis G. Howard, II, Assistant Attorney General, 1024 Capital Center Drive, Suite 200, Frankfort, KY 40601-8204.

A handwritten signature in black ink, appearing to read "D. Brent", written over a horizontal line.

Douglas F. Brent



AT&T Corp.  
AT&T Service Guide

AT&T One Rate Advantage UID: LSB03014DD  
Guide Effective Date: October 1, 2004

**Display Category: AT&T Local Service Bundles**  
**Specific Offer: AT&T One Rate Advantage<sup>SM</sup>**

---

UID: LSB03014DD

### Description

This plan offers you a combination of services that include one local access line; unlimited direct dialed station: local, intraLATA toll, in-state long distance, state-to-state calling, and calls to Canada; direct dialed station international calls placed from your main billed residence account in the US Mainland or Hawaii; and a choice of custom calling features for a monthly recurring charge.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by AT&T.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

**1. To participate in this plan, you must:**

- Currently have, or choose AT&T as your Primary Carrier for all of the following:
  - Local Telephone Carrier,
  - IntraLATA Toll Carrier, and
  - Long Distance Carrier.
- Enroll in this plan by doing **one** of the following:
  - Complete and return a written subscription form to AT&T.
  - Call a designated AT&T 800 number to subscribe.
  - Subscribe during a marketing contact with AT&T.
- Continuously maintain your wireline main residential telephone account with AT&T.

**2. This plan includes the following:**

- AT&T Local Exchange telephone service for one telephone line into your home for your main residential telephone account.
- Custom calling features of your choice from a designated list of features.
- Unlimited AT&T direct dialed station local, and unlimited residential voice direct dialed station: intraLATA toll, in-state long distance, and state-to-state calls, as well as calls to Canada that are:
  - made from your home,
  - billed to your main residential telephone account,
  - consistent with Section 5 below, and

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate Advantage UID: LSB03014DD  
 Guide Effective Date: October 1, 2004

- made without using an AT&T Operator or an AT&T automated call processing system.
  - AT&T direct dialed station international calls from the US Mainland or Hawaii to foreign countries or areas where AT&T Service is available that are:
    - made from your home,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
  - All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
- AT&T changes and/or discontinues this plan.
  - If you continue to subscribe to AT&T as your Primary Long Distance Carrier, and AT&T is notified that you no longer subscribe to AT&T as your Local Telephone Carrier and/or you no longer subscribe to this plan, AT&T will automatically place you on AT&T One Rate@10¢ plan and AT&T Savings Plus, unless you request otherwise.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance of your long distance portion of this plan will be effective as of the date AT&T's records show that you no longer subscribe to AT&T as your Primary Long Distance Carrier.
  - You notify AT&T that you want to withdraw from this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls and one international pricing plan for AT&T direct dialed station calls for the access line that is associated with this plan unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- If your main residential telephone account has multiple lines associated with it, a Monthly Recurring Charge will apply to each line that you have chosen for this plan. Unlimited direct dialed calling will not be combined with other access lines that are associated with your main residential telephone account.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
    - Applied whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.
  - The full monthly charge for this plan will still apply should you no longer subscribe to AT&T as your Primary Long Distance Carrier unless you contact AT&T directly and

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate Advantage UID: LSB03014DD  
 Guide Effective Date: October 1, 2004

no longer subscribe to AT&T for your Local Service or you choose another AT&T Local calling plan.

- This plan provides unlimited minutes of direct dialed 1+ domestic calling and direct dialed calls to Canada for residential voice service only. If it is determined that any intra-LATA toll, in-state long distance, and state-to-state usage, and calls to Canada are not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.
- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
- There will be no individual call detail on your AT&T billing statement that is associated with the direct dialed station local, in-state long distance calls, state-to-state calls, and calls to Canada that are included in this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called.
- **Billing Availability:**
  - This plan is available in limited areas. Additional availability information may be provided in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
  - This plan is subject to billing and technical availability and is available where AT&T provides and issues the bill.
  - Please call your AT&T Customer Care representative who can check availability in your area.

## Rates and Charges

- The following Monthly Recurring Charge applies. Where AT&T Local Service is provided under the AT&T Consumer Services Agreement, local service information is also provided herein.
  - AT&T One Rate Advantage – Alabama Monthly Recurring Charge.
  - AT&T One Rate Advantage – Arizona Monthly Recurring Charge.
  - AT&T One Rate Advantage – Arkansas Monthly Recurring Charge.
  - AT&T One Rate Advantage – California Monthly Recurring Charge.
  - AT&T One Rate Advantage – Delaware Monthly Recurring Charge.
  - AT&T One Rate Advantage – Florida Monthly Recurring Charge.
  - AT&T One Rate Advantage – Georgia Monthly Recurring Charge.
  - AT&T One Rate Advantage – Idaho Monthly Recurring Charge.
  - AT&T One Rate Advantage – Illinois Monthly Recurring Charge.
  - AT&T One Rate Advantage – Indiana Monthly Recurring Charge.
  - AT&T One Rate Advantage – Iowa Monthly Recurring Charge.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate Advantage UID: LSB03014DD  
 Guide Effective Date: October 1, 2004

- AT&T One Rate Advantage – Kansas Monthly Recurring Charge.
  - AT&T One Rate Advantage – Kentucky Monthly Recurring Charge.
  - AT&T One Rate Advantage – Louisiana Monthly Recurring Charge.
  - AT&T One Rate Advantage – Maine Monthly Recurring Charge.
  - AT&T One Rate Advantage – Maryland Monthly Recurring Charge.
  - AT&T One Rate Advantage – Massachusetts Monthly Recurring Charge.
  - AT&T One Rate Advantage – Michigan Monthly Recurring Charge.
  - AT&T One Rate Advantage – Minnesota Monthly Recurring Charge.
  - AT&T One Rate Advantage – Mississippi Monthly Recurring Charge.
  - AT&T One Rate Advantage – Missouri Monthly Recurring Charge.
  - AT&T One Rate Advantage – Montana Monthly Recurring Charge.
  - AT&T One Rate Advantage – Nebraska Monthly Recurring Charge.
  - AT&T One Rate Advantage – Nevada Monthly Recurring Charge.
  - AT&T One Rate Advantage – New Hampshire Monthly Recurring Charge.
  - AT&T One Rate Advantage – New Jersey Monthly Recurring Charge.
  - AT&T One Rate Advantage – New Mexico Monthly Recurring Charge.
  - AT&T One Rate Advantage – New York Monthly Recurring Charge.
  - AT&T One Rate Advantage – North Carolina Monthly Recurring Charge.
  - AT&T One Rate Advantage – North Dakota Monthly Recurring Charge.
  - AT&T One Rate Advantage – Ohio Monthly Recurring Charge.
  - AT&T One Rate Advantage – Oklahoma Monthly Recurring Charge.
  - AT&T One Rate Advantage – Oregon Monthly Recurring Charge.
  - AT&T One Rate Advantage – Pennsylvania Monthly Recurring Charge.
  - AT&T One Rate Advantage – Rhode Island Monthly Recurring Charge.
  - AT&T One Rate Advantage – South Carolina Monthly Recurring Charge.
  - AT&T One Rate Advantage – South Dakota Monthly Recurring Charge.
  - AT&T One Rate Advantage – Tennessee Monthly Recurring Charge.
  - AT&T One Rate Advantage – Texas Monthly Recurring Charge.
  - AT&T One Rate Advantage – Utah Monthly Recurring Charge.
  - AT&T One Rate Advantage – Vermont Monthly Recurring Charge.
  - AT&T One Rate Advantage – Virginia Monthly Recurring Charge.
  - AT&T One Rate Advantage – Washington Monthly Recurring Charge.
  - AT&T One Rate Advantage – West Virginia Monthly Recurring Charge.
  - AT&T One Rate Advantage – Wisconsin Monthly Recurring Charge.
  - AT&T One Rate Advantage – Wyoming Monthly Recurring Charge.
- Usage charges for direct dialed station calls to international countries/areas (excluding Canada) are specified in AT&T International Rate Table ICPM03-4FH-MH, and usage charges for direct dialed station calls to specific international cities are specified in AT&T International Rate Table ICPM03-4FH-MH City Rates.
  - AT&T Universal Connectivity Charge applies.
  - AT&T Regulatory Assessment Fee applies.
  - AT&T International Mobile Termination Charges may apply.
  - Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Service Guide  
 AT&T One Rate® Local Plan      UID: LSB04002DD  
 Guide Effective Date: October 1, 2004

**Display Category: AT&T Local Service Bundles**  
**Specific Offer: AT&T One Rate® Local Plan**

---

UID: LSB04002DD

**Description**

This plan offers you a combination of services that include one local access line; unlimited direct dialed station local; a per minute rate 24 hours a day, seven days a week on all direct dialed station intraLATA toll, in-state long distance, and state-to-state calling; and a choice of custom calling features for a monthly recurring charge.

**Terms and Conditions**

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by AT&T.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

**1. To participate in this plan, you must:**

- Currently have, or choose AT&T as your Primary Carrier for all of the following:
  - Local Telephone Carrier,
  - IntraLATA Toll Carrier, and
  - Long Distance Carrier.
- Enroll in this plan by doing **one** of the following:
  - Complete and return a written subscription form to AT&T.
  - Call a designated AT&T 800 number to subscribe.
  - Subscribe during a marketing contact with AT&T.
- Continuously maintain your wireline main residential telephone account with AT&T.

**2. This plan includes the following:**

- AT&T Local Exchange telephone service for one telephone line into your home for your main residential telephone account.
- Custom calling features of your choice from a designated list of features.
- Unlimited A&T direct dialed station local calls that are:
  - made from your home,
  - billed to your main residential telephone account,
  - consistent with Section 5 below, and
  - made without using an AT&T Operator or an AT&T automated call processing system.

*All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



- AT&T direct dialed station intraLATA toll, in-state long distance, and state-to-state calls that are:
    - made from your home.
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
  - All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
- AT&T changes and/or discontinues this plan.
  - If you continue to subscribe to AT&T as your Primary Long Distance Carrier, and AT&T is notified that you no longer subscribe to AT&T as your Local Telephone Carrier and/or you no longer subscribe to AT&T One Rate Local Plan, AT&T will automatically place you on AT&T One Rate@10¢ plan, unless you request otherwise. You will be billed at the rates of the new plan for your long distance calls for your entire billing cycle.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance of your long distance portion of this plan will be effective as of the date AT&T's records show that you no longer subscribe to AT&T as your Primary Long Distance Carrier.
  - You notify AT&T that you want to withdraw from this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls for the access line that is associated with this plan unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- If your main residential telephone account has multiple lines associated with it, a Monthly Recurring Charge will apply to each line that you have chosen for this plan. Unlimited direct dialed local calling will not be combined with other access lines that are associated with your main residential telephone account. Usage charges associated with this plan for direct dialed intraLATA toll, in-state long distance, and state-to-state calling will be billed as if you have a single line account even though you have multiple lines, unless you subscribe to another pricing plan for the lines that are not associated with this plan.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
    - Applied whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.

***All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate® Local Plan UID: LSB04002DD  
 Guide Effective Date: October 1, 2004

- The full monthly charge for this plan will still apply should you no longer subscribe to AT&T as your Primary Long Distance Carrier unless you contact AT&T directly and no longer subscribe to AT&T for your Local Service or you choose another AT&T Local calling plan.
- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
- There will be no individual call detail on your AT&T billing statement that is associated with the unlimited direct dialed station local calls that are included in this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called. There will be call detail on your AT&T billing statement that is associated with the direct dialed station intraLATA toll, in-state long distance, and state-to-state long distance calls that are included in this plan.
- Billing Availability:
  - This plan is available in limited areas. Additional availability information may be provided in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
  - This plan is subject to billing and technical availability and is available where AT&T provides and issues the bill.
  - Please call your AT&T Customer Care representative who can check availability in your area.

## Rates and Charges

- The following Monthly Recurring Charge applies. Where AT&T Local Service is provided under the AT&T Consumer Services Agreement, local service information is also provided herein.
  - AT&T One Rate Local Plan – Alabama Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Arizona Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Arkansas Monthly Recurring Charge.
  - AT&T One Rate Local Plan – California Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Delaware Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Florida Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Georgia Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Idaho Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Illinois Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Indiana Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Iowa Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Kansas Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Kentucky Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Louisiana Monthly Recurring Charge.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



- AT&T One Rate Local Plan – Maine Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Maryland Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Massachusetts Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Michigan Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Minnesota Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Mississippi Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Missouri Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Nebraska Monthly Recurring Charge.
  - AT&T One Rate Local Plan – New Hampshire Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Nevada Monthly Recurring Charge.
  - AT&T One Rate Local Plan – New Jersey Monthly Recurring Charge.
  - AT&T One Rate Local Plan – New Mexico Monthly Recurring Charge.
  - AT&T One Rate Local Plan – New York Monthly Recurring Charge.
  - AT&T One Rate Local Plan – North Carolina Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Ohio Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Oklahoma Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Oregon Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Pennsylvania Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Rhode Island Monthly Recurring Charge.
  - AT&T One Rate Local Plan – South Carolina Monthly Recurring Charge.
  - AT&T One Rate Local Plan – South Dakota Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Tennessee Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Texas Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Utah Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Vermont Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Virginia Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Washington Monthly Recurring Charge.
  - AT&T One Rate Local Plan – West Virginia Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Wisconsin Monthly Recurring Charge.
  - AT&T One Rate Local Plan – Wyoming Monthly Recurring Charge.
- An additional Monthly Charge of \$50.00 may apply for impermissible use as specified in the terms and conditions above.
  - AT&T will rate eligible direct dialed station intraLATA toll, in-state long distance, and state-to-state calls at 5¢ a minute, 24 hours a day, every day.
  - AT&T Universal Connectivity Charge applies.
  - AT&T Regulatory Assessment Fee applies.
  - Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
AT&T Service Guide

AT&T Unlimited Plus Plan UID: BOT03001DD  
Guide Effective Date: December 1, 2004

**Display Category: Unlimited Offers**  
**Specific Offer: AT&T Unlimited Plus Plan**

---

UID: BOT03001DD

### Description

This plan offers you unlimited residential voice direct dialed station state-to-state, intraLATA toll, and in-state long distance minutes for a monthly recurring charge.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by your Local Telephone Company.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

1. **To participate in this plan, you must:**
  - Currently have, or choose AT&T as your Primary Long Distance Carrier.
  - Enroll in this plan by doing **one** of the following:
    - Complete and return a written subscription form to AT&T.
    - Call a designated AT&T 800 number to subscribe.
    - Subscribe during a marketing contact with AT&T.
2. **This plan includes the following types of calls:**
  - AT&T residential voice direct dialed station state-to-state, intraLATA toll, and in-state long distance calls that are:
    - made from your home,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
  - All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
  - AT&T changes and/or discontinues this plan.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance will be effective as of the date AT&T's records show that you no longer subscribe to AT&T.
  - You notify AT&T that you want to withdraw from this plan.

*AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



AT&T Corp.  
AT&T Service Guide

AT&T Unlimited Plus Plan UID: BOT03001DD  
Guide Effective Date: December 1, 2004

4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls for each main residential telephone account unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
  - Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
  - If your main residential telephone account has multiple lines associated with it, your Monthly Recurring Charges and usage charges for that account will be billed as if you have a single line account even though you have multiple lines.
  - If, at time of enrollment in this plan, you selected AT&T as your primary carrier for your intraLATA toll calls (also referred to as "local toll calls" or "regional toll calls"), your intraLATA toll calls will be included under this plan once your local telephone company has processed your AT&T IntraLATA toll subscription. If, for any reason, a selection of AT&T as your primary carrier for your intraLATA toll calls is not made or implemented, your monthly charge for this plan will still apply even though you will not receive your intraLATA toll call benefits of the plan. Be sure to check your AT&T billing statement to confirm that your carrier choice has been implemented.
  - This plan provides unlimited minutes of direct dialed 1+ state-to-state, intraLATA toll, and in-state long distance calling for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel your service without prior notice.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
    - Applied in full whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.
  - Billing Availability:
    - AT&T will provide this plan in locations where billing and technical resources are available.
    - Generally, billing is available in the areas served by these Local Telephone Companies.
    - If the Local Telephone Company serving your area is not listed and you wish to subscribe to this plan, please call your AT&T Customer Care representative to check availability in your area.

***AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



AT&T Corp.  
AT&T Service Guide

AT&T Unlimited Plus Plan UID: BOT03001DD  
Guide Effective Date: December 1, 2004

### **Rates and Charges**

- A Monthly Recurring Charge of \$29.95 applies which includes unlimited direct dialed station state-to-state, intraLATA toll, and in-state long distance calling each month.
- AT&T Universal Connectivity Charge applies.
- AT&T Regulatory Assessment Fee applies.
- Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.
- From time-to-time, AT&T may introduce Special Offer discounts off of the rates and charges listed in this plan. AT&T Special Offers are available through marketing material received from AT&T or during a marketing contact from AT&T, and are dependent upon various qualifications and/or restrictions. Conditions regarding your enrollment in AT&T Special Offers will be specified in the AT&T Special Offer marketing information.

***AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



AT&T Corp.  
 AT&T Service Guide  
 AT&T Personal Network Plan UID: BUN01001DD  
 Guide Effective Date: January 1, 2005\*

**Display Category: Offers No Longer Available To New Customers**  
**Specific Offer: AT&T Personal Network Plan**

---

UID: BUN01001DD

### Description

This plan offers you state-to-state and international rates for AT&T direct dial station, AT&T Calling Card, AT&T Easy Reach 800®, and AT&T Direct® Service Calling Card calls.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by your Local Telephone Company.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

1. **To participate in this plan, you must:**
  - Have AT&T as your Primary Long Distance Carrier.
  - Have enrolled in this plan by March 1, 2000.
2. **This plan includes the following types of calls:**
  - AT&T direct dialed station state-to-state and international calls that are:
    - made from your home,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
  - AT&T Calling Card state-to-state and international calls that are:
    - billed to your AT&T Calling Card which is associated to your main residential telephone account, and
    - made using an AT&T automated call processing system.
    - AT&T international Calling Card calls include calls from US Mainland or Hawaii to foreign countries or areas.
  - AT&T EasyReach 800® calls that are:
    - state-to-state calls made from your home,
    - international calls originating from Canada,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.

*\*Effective date(s) on rate table(s) referenced in “Rates and Charges” may be different.*

**AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**

Copyright © 2001 AT&T All rights reserved.



AT&T Corp.  
AT&T Service Guide

AT&T Personal Network Plan UID: BUN01001DD  
Guide Effective Date: January 1, 2005\*

- AT&T Direct® Service Calling Card calls that:
  - terminate at your home,
  - billed to your AT&T Calling Card which is associated to your main residential telephone account, and
  - made without using an AT&T Operator or an AT&T automated call processing system.
- 3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
  - AT&T changes and/or discontinues this plan.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance will be effective as of the date AT&T's records show that you no longer subscribe to AT&T.
  - You notify AT&T that you want to withdraw from this plan.
  - If you have been "slammed" by another long distance telephone company, you must inform AT&T and affirmatively request continuation in this plan within 60 days of being "slammed" to continue your participation in this plan.
- 4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls and/or AT&T calling card calls for each main residential telephone account unless AT&T notes otherwise.**
- 5. **AT&T will bill for this plan based on the following:**
  - Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
  - If a state-to-state call or an international call from Hawaii originates in one rate period but concludes in another rate period, the call will be rated based on the minutes of use associated with each rate period. If a minute is split between two rate periods, the rate period applicable at the start of the minute applies to that entire minute.
  - If your main residential telephone account has multiple lines associated with it, your Monthly Recurring Charges and usage charges for that account will be billed as if you have a single line account even though you have multiple lines.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in arrears.
    - Applied in full whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.
  - Your telephone line is not located in housing associated with educational institutions.

*\*Effective date(s) on rate table(s) referenced in "Rates and Charges" may be different.*

**AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
AT&T Service Guide

AT&T Personal Network Plan UID: BUN01001DD  
Guide Effective Date: January 1, 2005\*

- You may not use this service for commercial use.
- Billing Availability:
  - AT&T will provide this plan in locations where billing and technical resources are available.
  - Generally, billing is available in the areas served by these Local Telephone Companies.

### Rates and Charges

- The Monthly Recurring Charge you pay is identified in the schedule below:

#### Monthly Recurring Charge

Basic Charge	\$9.95
Basic Charge (for customers on the AT&T Personal Network and AT&T WorldNet special plan with a combined bill)	\$4.95
Weekend Calling Charge*	\$20.00

\*You must have enrolled in the Weekend Calling option by August 30, 1999

- Customers who leave the AT&T WorldNet special plan with a combined bill but who remain on the AT&T Personal Network plan for their long distance calls will pay the \$9.95 monthly recurring Basic Charge unless they otherwise qualify for a waiver as specified below.
- AT&T will rate eligible state-to-state calls as identified in the schedule below:

#### State-To-State Rates

Type Of Call	Rate Per Minute Monday Through Friday	Rate Per Minute Saturday and Sunday	Service Charge
Direct Dialed Station	10¢	10¢	None
AT&T Calling Card	40¢	40¢	60¢
AT&T 1-800-CALL-ATT Calling Card	15¢	15¢	None
AT&T Easy Reach 800®	25¢	25¢	None
Direct Dialed Station Calls To Canada	6¢	5¢	None

\*Effective date(s) on rate table(s) referenced in "Rates and Charges" may be different.

**AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
AT&T Service Guide

AT&T Personal Network Plan UID: BUN01001DD  
Guide Effective Date: January 1, 2005\*

- AT&T will rate eligible international calls as identified below:
  - AT&T Calling Card calls to Canada and qualifying AT&T Direct® Service Card calls from Canada will be rated at 12¢ a minute, 24 hours a day, seven days a week.
  - AT&T Easy Reach 800® calls from Canada to your home will be rated at 20¢ a minute, 24 hours a day, seven days a week.
  - All other AT&T Direct Dialed Station calls, AT&T Calling Card calls, and AT&T Direct® Service Card calls will be rated at the rates as listed in the attached AT&T Personal Network International Rate Table.
  - The usage rates for calls to Mexico are minute rates based on bands. For additional information, see AT&T Mexico Rate Band Description.
- The Weekend Calling Option is based on the following:
  - The Weekend Calling Monthly Recurring Charge is in addition to the Basic Monthly Recurring Charge.
  - You receive up to 1000 minutes of Direct Dialed Station state-to-state calls made Saturday and Sunday in each billing month at no additional charge.
  - Direct Dialed Station state-to-state calls made Saturday and Sunday that exceed 1000 minutes in a billing month will be rated at the Saturday and Sunday rates as listed in the schedule above.
  - Unused Weekend Calling minutes will not be carried over to the next month.
- International Mobile Termination Charge may apply.
- AT&T Universal Connectivity Charge applies.
- Public Payphone Surcharge will apply to calls placed from a public or semi-public payphone.
- AT&T Regulatory Assessment Fee applies.
- Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.
- In-state rates vary and may be higher. Additional information is available for those few states where AT&T will be providing in-state long distance services under the AT&T Consumer Services Agreement.

*\*Effective date(s) on rate table(s) referenced in "Rates and Charges" may be different.*

**AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Service Guide  
 AT&T One Rate USA      UID: LSB03001DD  
 Guide Effective Date: October 1, 2004

**Display Category: AT&T Local Service Bundles**  
**Specific Offer: AT&T One Rate USA<sup>SM</sup>**

---

UID: LSB03001DD

### Description

This plan offers you a combination of services that include one local access line; unlimited residential voice direct dialed station local, intraLATA toll, in-state long distance and state-to-state calling; and a choice of custom calling features for a monthly recurring charge.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by AT&T.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

**1. To participate in this plan, you must:**

- Currently have, or choose AT&T as your Primary Carrier for all of the following:
  - Local Telephone Carrier,
  - IntraLATA Toll Carrier, and
  - Long Distance Carrier.
- Enroll in this plan by doing **one** of the following:
  - Complete and return a written subscription form to AT&T.
  - Call a designated AT&T 800 number to subscribe.
  - Subscribe during a marketing contact with AT&T.
- Continuously maintain your wireline main residential telephone account with AT&T.

**2. This plan includes the following:**

- AT&T Local Exchange telephone service for one telephone line into your home for your main residential telephone account.
- Custom calling features of your choice from a designated list of features.
- Unlimited residential voice direct dialed station local, intraLATA toll, in-state long distance and state-to-state calls that are:
  - made from your home,
  - billed to your main residential telephone account, and
  - consistent with Section 5 below, and
  - made without using an AT&T Operator or an AT&T automated call processing system.

*All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



AT&T Corp.  
 AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate USA      UID: LSB03001DD  
 Guide Effective Date: October 1, 2004

- All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
- AT&T changes and/or discontinues this plan.
  - If you continue to subscribe to AT&T as your Primary Long Distance Carrier, and AT&T is notified that you no longer subscribe to AT&T as your Local Telephone Carrier and/or you no longer subscribe to AT&T One Rate USA, AT&T will automatically place you on AT&T One Rate@10¢ plan, unless you request otherwise.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance of your long distance portion of this plan will be effective as of the date AT&T's records show that you no longer subscribe to AT&T as your Primary Long Distance Carrier.
  - You notify AT&T that you want to withdraw from this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls for the access line that is associated with this plan unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- If your main residential telephone account has multiple lines associated with it, a Monthly Recurring Charge will apply to each line that you have chosen for this plan. Unlimited direct dialed calling will not be combined with other access lines that are associated with your main residential telephone account.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
    - Applied whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.
  - The full monthly charge for this plan will still apply should you no longer subscribe to AT&T as your Primary Long Distance Carrier unless you contact AT&T directly and no longer subscribe to AT&T for your Local Service or you choose another AT&T Local calling plan.
  - This plan provides unlimited minutes of direct dialed 1+ domestic calling for residential voice service only. If it is determined that any intraLATA toll, in-state long distance and state-to-state usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
- There will be no individual call detail on your AT&T billing statement that is associated with the direct dialed station local, in-state long distance, and state-to-state calls that are included in this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called.
- Billing Availability:
  - This plan is available in limited areas. Additional availability information may be provided in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
  - This plan is subject to billing and technical availability and is available where AT&T provides and issues the bill.
  - Please call your AT&T Customer Care representative who can check availability in your area.

## Rates and Charges

- The following Monthly Recurring Charge applies. Where AT&T Local Service is provided under the AT&T Consumer Services Agreement, local service information is also provided herein.
  - AT&T One Rate USA – Alabama Monthly Recurring Charge.
  - AT&T One Rate USA – Arizona Monthly Recurring Charge.
  - AT&T One Rate USA – Arkansas Monthly Recurring Charge.
  - AT&T One Rate USA – California Monthly Recurring Charge.
  - AT&T One Rate USA – Delaware Monthly Recurring Charge.
  - AT&T One Rate USA – Florida Monthly Recurring Charge.
  - AT&T One Rate USA – Georgia Monthly Recurring Charge.
  - AT&T One Rate USA – Idaho Monthly Recurring Charge.
  - AT&T One Rate USA – Illinois Monthly Recurring Charge.
  - AT&T One Rate USA – Indiana Monthly Recurring Charge.
  - AT&T One Rate USA – Iowa Monthly Recurring Charge.
  - AT&T One Rate USA – Kansas Monthly Recurring Charge.
  - AT&T One Rate USA – Kentucky Monthly Recurring Charge.
  - AT&T One Rate USA – Louisiana Monthly Recurring Charge.
  - AT&T One Rate USA – Maine Monthly Recurring Charge.
  - AT&T One Rate USA – Maryland Monthly Recurring Charge.
  - AT&T One Rate USA – Massachusetts Monthly Recurring Charge.
  - AT&T One Rate USA – Michigan Monthly Recurring Charge.
  - AT&T One Rate USA – Minnesota Monthly Recurring Charge.
  - AT&T One Rate USA – Mississippi Monthly Recurring Charge.
  - AT&T One Rate USA – Missouri Monthly Recurring Charge.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Consumer Telecommunications Service Guide  
 AT&T One Rate USA UID: LSB03001DD  
 Guide Effective Date: October 1, 2004

- AT&T One Rate USA – Montana Monthly Recurring Charge.
  - AT&T One Rate USA – Nebraska Monthly Recurring Charge.
  - AT&T One Rate USA – Nevada Monthly Recurring Charge.
  - AT&T One Rate USA – New Hampshire Monthly Recurring Charge.
  - AT&T One Rate USA – New Jersey Monthly Recurring Charge.
  - AT&T One Rate USA – New Mexico Monthly Recurring Charge.
  - AT&T One Rate USA – New York Monthly Recurring Charge.
  - AT&T One Rate USA – North Carolina Monthly Recurring Charge.
  - AT&T One Rate USA – North Dakota Monthly Recurring Charge.
  - AT&T One Rate USA – Ohio Monthly Recurring Charge.
  - AT&T One Rate USA – Oklahoma Monthly Recurring Charge.
  - AT&T One Rate USA – Oregon Monthly Recurring Charge.
  - AT&T One Rate USA – Pennsylvania Monthly Recurring Charge.
  - AT&T One Rate USA – Rhode Island Monthly Recurring Charge.
  - AT&T One Rate USA – South Carolina Monthly Recurring Charge.
  - AT&T One Rate USA – South Dakota Monthly Recurring Charge.
  - AT&T One Rate USA – Tennessee Monthly Recurring Charge.
  - AT&T One Rate USA – Texas Monthly Recurring Charge.
  - AT&T One Rate USA – Utah Monthly Recurring Charge.
  - AT&T One Rate USA – Vermont Monthly Recurring Charge.
  - AT&T One Rate USA – Virginia Monthly Recurring Charge.
  - AT&T One Rate USA – Washington Monthly Recurring Charge.
  - AT&T One Rate USA – West Virginia Monthly Recurring Charge.
  - AT&T One Rate USA – Wisconsin Monthly Recurring Charge.
  - AT&T One Rate USA – Wyoming Monthly Recurring Charge.
- AT&T Universal Connectivity Charge applies.
  - AT&T Regulatory Assessment Fee applies.
  - Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

***All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



AT&T Corp.  
AT&T Service Guide  
AT&T One Rate® State Plan UID: LSB04001DD  
Guide Effective Date: October 1, 2004

**Display Category: AT&T Local Service Bundles**  
**Specific Offer: AT&T One Rate® State Plan**

---

UID: LSB04001DD

**Description**

This plan offers you a combination of services that include one local access line; unlimited direct dialed station local, intraLATA toll, and in-state long distance calling; a per minute rate 24 hours a day, seven days a week on all direct dialed station state-to-state calling; and a choice of custom calling features for a monthly recurring charge.

**Terms and Conditions**

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by AT&T.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

1. **To participate in this plan, you must:**
  - Currently have, or choose AT&T as your Primary Carrier for all of the following:
    - Local Telephone Carrier,
    - IntraLATA Toll Carrier, and
    - Long Distance Carrier.
  - Enroll in this plan by doing **one** of the following:
    - Complete and return a written subscription form to AT&T.
    - Call a designated AT&T 800 number to subscribe.
    - Subscribe during a marketing contact with AT&T.
  - Continuously maintain your wireline main residential telephone account with AT&T.
2. **This plan includes the following:**
  - AT&T Local Exchange telephone service for one telephone line into your home for your main residential telephone account.
  - Custom calling features of your choice from a designated list of features.
  - Unlimited AT&T direct dialed station local, and unlimited residential voice direct dialed station intraLATA toll, and in-state long distance calls that are:
    - made from your home,
    - billed to your main residential telephone account,
    - consistent with Section 5 below, and
    - made without using an AT&T Operator or an AT&T automated call processing system.

*All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



- AT&T direct dialed station state-to-state calls that are:
    - made from your home,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
  - All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
- AT&T changes and/or discontinues this plan.
  - If you continue to subscribe to AT&T as your Primary Long Distance Carrier, and AT&T is notified that you no longer subscribe to AT&T as your Local Telephone Carrier and/or you no longer subscribe to AT&T One Rate State Plan, AT&T will automatically place you on AT&T One Rate@10¢ plan, unless you request otherwise. You will be billed at the rates of the new plan for your long distance calls for your entire billing cycle.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance of your long distance portion of this plan will be effective as of the date AT&T's records show that you no longer subscribe to AT&T as your Primary Long Distance Carrier.
  - You notify AT&T that you want to withdraw from this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls for the access line that is associated with this plan unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- If your main residential telephone account has multiple lines associated with it, a Monthly Recurring Charge will apply to each line that you have chosen for this plan. Unlimited direct dialed local, intraLATA toll, and in-state long distance calling will not be combined with other access lines that are associated with your main residential telephone account. Usage charges associated with this plan for state-to-state direct dialed calling will be billed as if you have a single line account even though you have multiple lines, unless you subscribe to another pricing plan for the lines that are not associated with this plan.
  - The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
    - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
    - Applied whether or not you make any calls.
    - Applied in full whether or not your billing period covers a full month.

***All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



## AT&amp;T Consumer Telecommunications Service Guide

AT&T One Rate® State Plan UID: LSB04001DD  
 Guide Effective Date: October 1, 2004

- The full monthly charge for this plan will still apply should you no longer subscribe to AT&T as your Primary Long Distance Carrier unless you contact AT&T directly and no longer subscribe to AT&T for your Local Service or you choose another AT&T Local calling plan.
- This plan provides unlimited minutes of in-state direct dialed 1+ domestic calling for residential voice service only. If it is determined that any intraLATA toll, and in-state long distance usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.
- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
- There will be no individual call detail on your AT&T billing statement that is associated with the unlimited direct dialed station local and in-state long distance calls that are included in this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called. There will be call detail on your AT&T billing statement that is associated with the direct dialed station state-to-state long distance calls that are included in this plan.
- Billing Availability:
  - This plan is available in limited areas. Additional availability information may be provided in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
  - This plan is subject to billing and technical availability and is available where AT&T provides and issues the bill.
  - Please call your AT&T Customer Care representative who can check availability in your area.

## Rates and Charges

- The following Monthly Recurring Charge applies. Where AT&T Local Service is provided under the AT&T Consumer Services Agreement, local service information is also provided herein.
  - AT&T One Rate State Plan – Alabama Monthly Recurring Charge.
  - AT&T One Rate State Plan – Arizona Monthly Recurring Charge.
  - AT&T One Rate State Plan – Arkansas Monthly Recurring Charge.
  - AT&T One Rate State Plan – California Monthly Recurring Charge.
  - AT&T One Rate State Plan – Delaware Monthly Recurring Charge.
  - AT&T One Rate State Plan – Florida Monthly Recurring Charge.
  - AT&T One Rate State Plan – Georgia Monthly Recurring Charge.
  - AT&T One Rate State Plan – Idaho Monthly Recurring Charge.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



## AT&amp;T Consumer Telecommunications Service Guide

AT&amp;T One Rate® State Plan UID: LSB04001DD

Guide Effective Date: October 1, 2004

- AT&T One Rate State Plan – Illinois Monthly Recurring Charge.
  - AT&T One Rate State Plan – Indiana Monthly Recurring Charge.
  - AT&T One Rate State Plan – Iowa Monthly Recurring Charge.
  - AT&T One Rate State Plan – Kansas Monthly Recurring Charge.
  - AT&T One Rate State Plan – Kentucky Monthly Recurring Charge.
  - AT&T One Rate State Plan – Louisiana Monthly Recurring Charge.
  - AT&T One Rate State Plan – Maine Monthly Recurring Charge.
  - AT&T One Rate State Plan – Maryland Monthly Recurring Charge.
  - AT&T One Rate State Plan – Massachusetts Monthly Recurring Charge.
  - AT&T One Rate State Plan – Michigan Monthly Recurring Charge.
  - AT&T One Rate State Plan – Minnesota Monthly Recurring Charge.
  - AT&T One Rate State Plan – Mississippi Monthly Recurring Charge.
  - AT&T One Rate State Plan – Missouri Monthly Recurring Charge.
  - AT&T One Rate State Plan – Montana Monthly Recurring Charge.
  - AT&T One Rate State Plan – Nebraska Monthly Recurring Charge.
  - AT&T One Rate State Plan – Nevada Monthly Recurring Charge.
  - AT&T One Rate State Plan – New Hampshire Monthly Recurring Charge.
  - AT&T One Rate State Plan – New Jersey Monthly Recurring Charge.
  - AT&T One Rate State Plan – New Mexico Monthly Recurring Charge.
  - AT&T One Rate State Plan – New York Monthly Recurring Charge.
  - AT&T One Rate State Plan – North Carolina Monthly Recurring Charge.
  - AT&T One Rate State Plan – North Dakota Monthly Recurring Charge.
  - AT&T One Rate State Plan – Ohio Monthly Recurring Charge.
  - AT&T One Rate State Plan – Oklahoma Monthly Recurring Charge.
  - AT&T One Rate State Plan – Oregon Monthly Recurring Charge.
  - AT&T One Rate State Plan – Pennsylvania Monthly Recurring Charge.
  - AT&T One Rate State Plan – Rhode Island Monthly Recurring Charge.
  - AT&T One Rate State Plan – South Carolina Monthly Recurring Charge.
  - AT&T One Rate State Plan – South Dakota Monthly Recurring Charge.
  - AT&T One Rate State Plan – Tennessee Monthly Recurring Charge.
  - AT&T One Rate State Plan – Texas Monthly Recurring Charge.
  - AT&T One Rate State Plan – Utah Monthly Recurring Charge.
  - AT&T One Rate State Plan – Vermont Monthly Recurring Charge.
  - AT&T One Rate State Plan – Virginia Monthly Recurring Charge.
  - AT&T One Rate State Plan – Washington Monthly Recurring Charge.
  - AT&T One Rate State Plan – West Virginia Monthly Recurring Charge.
  - AT&T One Rate State Plan – Wisconsin Monthly Recurring Charge.
  - AT&T One Rate State Plan – Wyoming Monthly Recurring Charge.
- AT&T will rate eligible direct dialed station state-to-state calls at 5¢ a minute, 24 hours a day, every day.
  - AT&T Universal Connectivity Charge applies.
  - AT&T Regulatory Assessment Fee applies.
  - Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Service Guide  
 AT&T One Rate® Multi-Line Unlimited Plan      UID: LSB04004DD  
 Guide Effective Date: February 3, 2005

**Display Category: AT&T Local Service Bundles**  
**Specific Offer: AT&T One Rate® Multi-Line Unlimited Plan**

---

UID: LSB04004DD

### Description

This plan offers you a combination of services that include two local access lines; unlimited direct dialed station: local, intraLATA toll, in-state long distance, and state-to-state calling; and an unlimited choice of custom calling features for a monthly recurring charge.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by AT&T.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

**1. To participate in this plan, you must:**

- Have AT&T as your Primary Carrier for all of the following:
  - Local Telephone Carrier,
  - IntraLATA Toll Carrier, and
  - Long Distance Carrier.
- Enrolled in this plan by February 3, 2005.
- Continuously maintain your wireline main residential telephone account with AT&T.

**2. This plan includes the following:**

- AT&T Local Exchange telephone service for two telephone lines into your home for your main residential telephone account.
  - Additional lines are also available for an additional monthly recurring charge for each additional line.
  - Additional lines include unlimited direct dialed station local, intraLATA toll, in-state long distance, and state-to-state calling; and a choice of unlimited custom calling features.
- Custom calling features of your choice from a designated list of features as defined in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
- Unlimited A&T direct dialed station local, intraLATA toll, in-state long distance, and state-to-state calls that are:
  - made from your home,

*All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



- billed to your main residential telephone account,
  - consistent with Section 5 below, and
  - made without using an AT&T Operator or an AT&T automated call processing system.
- All other types of calls are rated at basic rates unless you are enrolled in another AT&T plan that covers these other types of calls.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
- AT&T changes and/or discontinues this plan.
  - If you continue to subscribe to AT&T as your Primary Long Distance Carrier, and AT&T is notified that you no longer subscribe to AT&T as your Local Telephone Carrier and/or you no longer subscribe to AT&T One Rate Multi-Line Unlimited Plan for either line, AT&T will automatically place you on AT&T One Rate®10¢ plan, unless you request otherwise. You will be billed at the rates of the new plan for your long distance calls for your entire billing cycle.
  - AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier for either line. Discontinuance of your long distance portion of this plan will be effective as of the date AT&T's records show that you no longer subscribe to AT&T as your Primary Long Distance Carrier.
  - You notify AT&T that you want to withdraw from this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls for the access line that is associated with this plan unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- If your main residential telephone account has more than two lines associated with it, an additional Monthly Recurring Charge will apply to each additional line that you have chosen for this plan.
  - Unlimited direct dialed station local, intraLATA toll, in-state long distance, and state-to-state calling will not be combined with other access lines that are associated with your main residential telephone account and not associated with this plan.
  - If, at time of enrollment in this plan, you selected AT&T as your primary carrier for your intraLATA toll calls (also referred to as "local toll calls" or "regional toll calls"), your intraLATA toll calls will be included under this plan once your local telephone company has processed your AT&T IntraLATA toll subscription. If, for any reason, a selection of AT&T as your primary carrier for your intraLATA toll calls is not made or implemented, your monthly charge for this plan will still apply even though you will not receive your intraLATA toll call benefits of the plan. Be sure to check your AT&T billing statement to confirm that your carrier choice has been implemented.

***All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



- This plan provides unlimited minutes of direct dialed station 1+ local, intraLATA toll, in-state long distance, and state-to-state calling for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel your service without prior notice.
- The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
  - Billed in advance (you may have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
  - Applied whether or not you make any calls.
  - Applied in full whether or not your billing period covers a full month.
- The full monthly charge for this plan will still apply should you no longer subscribe to AT&T as your Primary Long Distance Carrier unless you contact AT&T directly and no longer subscribe to AT&T for your Local Service or you choose another AT&T local calling plan.
- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
- There will be no individual call detail on your AT&T billing statement that is associated with the unlimited direct dialed station local, intraLATA toll, in-state long distance, and state-to-state calls that are included in this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called.
- Billing Availability:
  - This plan is available in limited areas. Additional availability information may be provided in the AT&T Local Service tariff filed in the state, or in the Rates and Charges section below for those states where AT&T is providing local services under the AT&T Consumer Service Agreement.
  - This plan is subject to billing and technical availability and is available where AT&T provides and issues the bill.

## Rates and Charges

- Listed below are the Monthly Recurring Charges and additional line Monthly Recurring Charges for each state. Where AT&T Local Service is provided under the AT&T Consumer Services Agreement, local service information is also provided herein.
  - AT&T One Rate Multi-Line Unlimited Plan – Alabama Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Arizona Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Arkansas Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – California Monthly Recurring Charges.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



## AT&amp;T Consumer Telecommunications Service Guide

AT&T One Rate® Multi-Line Unlimited Plan UID: LSB04004DD  
 Guide Effective Date: February 3, 2005

- AT&T One Rate Multi-Line Unlimited Plan – Delaware Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Florida Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Georgia Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Idaho Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Illinois Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Indiana Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Iowa Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Kansas Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Kentucky Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Louisiana Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Maine Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Maryland Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Massachusetts Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Michigan Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Minnesota Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Mississippi Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Missouri Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Nebraska Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Nevada Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – New Hampshire Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – New Jersey Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – New Mexico Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – New York Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – North Carolina Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Ohio Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Oklahoma Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Oregon Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Pennsylvania Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Rhode Island Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – South Carolina Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – South Dakota Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Tennessee Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Texas Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Utah Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Vermont Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Virginia Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Washington Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – West Virginia Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Wisconsin Monthly Recurring Charges.
  - AT&T One Rate Multi-Line Unlimited Plan – Wyoming Monthly Recurring Charges.
- AT&T Universal Connectivity Charge applies.
  - AT&T Regulatory Assessment Fee applies.
  - Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

**All Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp.  
 AT&T Service Guide  
 AT&T Unlimited Plan UID: CPM02001DD  
 Guide Effective Date: June 1, 2004

**Display Category: Offers No Longer Available To New Customers**  
**Specific Offer: AT&T Unlimited Plan**

---

UID: CPM02001DD

### Description

This plan offers you unlimited direct dialed station state-to-state and in-state long distance calling to residential telephone lines presubscribed to AT&T as the Primary Long Distance Carrier for a monthly recurring charge. This plan also provides a per minute rate on all direct dialed station state-to-state and in-state minutes made to parties who are not AT&T residential long distance customers. Direct dialed station state-to-state and in-state long distance calls rated at the per minute rate included in this plan, include, but are not limited to, calls to telephone lines that are presubscribed to a Primary Long Distance Carrier other than AT&T, calls to businesses, calls to subscribers of a business customer calling plan, calls to wireless devices (e.g., wireless phones or pagers), and calls to online services or Internet access services.

### Terms and Conditions

“You” and “Your” mean current or potential customers of this AT&T Plan. You must be classified as a residential customer by your Local Telephone Company.

AT&T means AT&T Corp. and any AT&T affiliates authorized to provide you with AT&T services.

1. **To participate in this plan, you must:**
  - Have AT&T as your Primary Residential Long Distance Carrier.
  - Have enrolled in this plan by May 15, 2004.
  - Have agreed to receive a billing statement directly from AT&T for all of your AT&T calling.
  - Have agreed not to receive individual call detail on your AT&T billing statement for the direct dialed station state-to-state and in-state long distance calls to AT&T residential customers that are included in the unlimited calling portion of this plan.
2. **This plan includes the following types of calls:**
  - AT&T direct dialed station state-to-state calls that are:
    - made from your home,
    - billed to your main residential telephone account, and
    - made without using an AT&T Operator or an AT&T automated call processing system.
3. **AT&T will provide the benefits of this plan until one or more of the following events occur:**
  - AT&T changes and/or discontinues this plan.

*AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.*



AT&T Corp  
AT&T Service Guide

AT&T Unlimited Plan UID: CPM02001DD  
Guide Effective Date: June 1, 2004

- AT&T is notified that you no longer subscribe to AT&T as your Primary Long Distance Carrier. Discontinuance will be effective as of the date AT&T's records show that you no longer subscribe to AT&T.
  - You notify AT&T that you want to withdraw from this plan. If you choose another AT&T plan, that new plan will not become effective until the end of your then current billing month.
  - You subscribe to an AT&T free minute or AT&T bill credit special offer that is not compatible with this plan as indicated in AT&T's marketing information upon enrollment in this plan.
  - If you make calls under this plan for a commercial use, including without limitation, commercial facsimile purposes, resale, three-way calling, call forwarding, telemarketing, or through an auto-dialer program. Upon AT&T's determination of such prohibited use, AT&T may immediately suspend, restrict, or cancel a customer's service without advance notice, and AT&T may exclude terminating telephone lines from the unlimited calling portion of this plan.
4. **You can enroll in only one state-to-state pricing plan for AT&T direct dialed station calls per main residential telephone account unless AT&T notes otherwise.**
5. **AT&T will bill for this plan based on the following:**
- The duration of each call under this plan that is subject to a per-minute charge is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
  - There will be no individual call detail on your AT&T billing statement that is associated with the direct dialed station state-to-state and in-state long distance calls to AT&T residential long distance customers that are included in the unlimited calling portion of this plan. For these calls, this means there will be no indication of originating or terminating points called, time-of-day called, nor a list of the number of minutes called.
  - If your main residential telephone account has multiple lines associated with it, your Monthly Recurring Charges and usage charges for that account will be billed as if you have a single line account even though you have multiple lines.
  - If, at time of enrollment in this plan, you selected AT&T as your primary carrier for your intraLATA toll calls (also referred to as "local toll calls" or "regional toll calls"), your intraLATA toll calls will be included in the unlimited calling portion of this plan once your local telephone company has processed your AT&T IntraLATA toll subscription. If, for any reason, a selection of AT&T as your primary carrier for your intraLATA toll calls is not made or implemented, your monthly charge for this plan will still apply even though you will not receive your intraLATA toll call benefits of the plan. Be sure to check your AT&T billing statement to confirm that your carrier choice has been implemented.

***AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.***



AT&T Corp  
AT&T Service Guide

AT&T Unlimited Plan UID: CPM02001DD  
Guide Effective Date: June 1, 2004

- The following conditions apply to the Monthly Recurring Charge (MRC) component of this plan. The MRC is:
  - Billed and payable in advance (you will have two MRCs charged to your account in the first billing month, which apply to the month you enrolled as well as the next month).
  - Applied in full whether or not you make any calls.
  - Applied in full whether or not your billing period covers a full month.
- If you agree to receive your AT&T billing statement on-line via the Internet you must choose to have your long distance charges billed to one of the following billing options:
  - Charged to a valid commercial credit card accepted by AT&T,
  - Debited to your personal checking account each month, or
  - Paid via an authorized third-party on-line bill payer accepted by AT&T.
- Billing Availability:
  - AT&T will provide this plan in locations where it determines in its reasonable discretion that billing and technical resources are available.
  - Billing is available in the areas served by these Local Telephone Companies.

## Rates and Charges

- A Monthly Recurring Charge of \$22.95 applies and includes unlimited calling of direct dialed station state-to-state and in-state long distance calls made to residential telephone lines that are presubscribed to AT&T as the Primary Long Distance Carrier.
- AT&T will rate eligible direct dialed station state-to-state and in-state long distance calls that are not made to residential telephone lines that are presubscribed to AT&T as the Primary Long Distance Carrier at 7¢ a minute, 24 hours a day, seven days a week, including without limitation calls to people who use a long distance service that is not provided by AT&T, calls to businesses, calls to subscribers to a business customer calling plan, calls to on-line or Internet access services, and calls to wireless devices, such as wireless phones or pagers.
- AT&T will rate eligible direct dialed station state-to-state long distance calls that are not made to residential telephone lines that are presubscribed to AT&T as the Primary Long Distance Carrier at 5¢ a minute for qualified persons residing in United States Mainland or Hawaii who have hearing and/or speech disabilities subject to the following:
  - To be eligible, people who have been certified as having a hearing or speech disability which precludes oral communications and who have and use a telecommunications device for visual communications must present written certification to AT&T's Service Center, which serves the residence of the certified person.
  - The written certification must be by a licensed physician, audiologist, speech pathologist, or appropriate State or Federal agency.
  - The reduced rate is provided for use only by the person having the speech or hearing disability.
  - Only one residential telephone number at a residence will receive the reduced rate.

**AT&T Service Guides are subject to and part of the AT&T Consumer Services Agreement and may be changed and/or discontinued by AT&T.**



AT&T Corp  
AT&T Service Guide  
AT&T Unlimited Plan UID: CPM02001DD  
Guide Effective Date: June 1, 2004

- AT&T Universal Connectivity Charge applies to the MRC and any charges for state-to-state calls that are not part of the unlimited calling portion of this plan.
- AT&T Regulatory Assessment Fee applies.
- Other charges listed under Miscellaneous Charges, Credits and Taxes may apply.

## AT&amp;T - Unlimited Plans Internet Usage Guidelines

## Procedures

If Customer is	And	Then
Point of Sale	Enrolling in a LD Unlimited plan	<ul style="list-style-type: none"> <li>• Inform the customer that the LD portion of the plan is limited to residential voice calls only and Internet Usage is <i>not allowed</i></li> <li>• If customer has further questions, use the following verbatim: <ul style="list-style-type: none"> <li><i>"Mr./Mrs. Customer, this plan is limited to residential voice calls only. AT&amp;T reserves the right to suspend, cancel, or restrict service without prior notice if you are using the service to make non-residential calls."</i></li> </ul> </li> <li>• Inform customer that LD calls placed to an Internet Provider would be billed at the Basic Schedule rate</li> </ul>
Point of Sale	Enrolling in a Local Unlimited plan	<ul style="list-style-type: none"> <li>• Explain Internet usage <i>is allowed</i> through a local Point-of-Presence (POP) on the local portion of the plan</li> <li>• Inform customer that</li> </ul>

		LD calls placed to an Internet Provider would be billed at the Basic Schedule rate
Point of Sale	Enrolling in a LD <i>and</i> Local Unlimited plan	<ul style="list-style-type: none"> <li>• Inform the customers that internet usage is allowed only through a local POP on the local portion of the plan</li> <li>• On the LD portion of the plan that Internet usage is <i>not allowed</i></li> <li>• Inform customer that LD calls placed to an Internet Provider would be billed at the Basic Schedule rate</li> </ul>
Existing Local Service <i>only</i>	Calling with questions regarding their Internet usage	<ul style="list-style-type: none"> <li>• Inform the customers that internet usage is allowed only through a local POP on the local portion of the plan</li> <li>• For Worldnet customers, provide their local calling area access number utilizing Worldnet Points of Presence (POP) Inquiry</li> <li>• Inform customer that LD calls placed to an Internet Provider would be billed at the Basic Schedule rate</li> </ul>
• No AT&T PIC		

<p>Existing LD service <i>only</i></p> <ul style="list-style-type: none"> <li>No AT&amp;T PLOC</li> </ul>	<p>Calling with question regarding their Internet usage</p>	<ul style="list-style-type: none"> <li>Inform the customer that the LD portion of the plan is limited to residential voice calls only and Internet Usage is <i>not allowed</i></li> <li>If customer has further questions, use the following verbatim:           <p style="margin-left: 40px;"><i>"Mr./Mrs. Customer, this plan is limited to residential voice calls only. AT&amp;T reserves the right to suspend, cancel, or restrict service without prior notice if you are using the service to make non-residential calls."</i></p> </li> <li>Inform customer that LD calls placed to an Internet Provider would be billed at the Basic Schedule rate</li> </ul>
---	---	--

<p>Existing ALL-D service</p> <ul style="list-style-type: none"> <li>AT&amp;T PIC <i>and</i> PLOC</li> </ul>	<p>Calling with question regarding their Internet usage</p>	<ul style="list-style-type: none"> <li>Inform the customers that internet usage is allowed only through a local POP on the local portion of the plan</li> <li>On the LD portion of the plan that Internet usage is <i>not allowed</i></li> <li>If customer has further questions,</li> </ul>
--	---	--

---

use the following  
verbatim:

***"Mr./Mrs.  
Customer, this plan  
is limited to  
residential voice  
calls only. AT&T  
reserves the right to  
suspend, cancel, or  
restrict service  
without prior notice  
if you are using the  
service to make  
non-residential  
calls."***

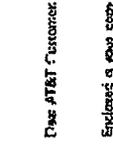
- Inform customer that:  
LD calls placed to  
an Internet Provider  
would be billed at  
the Basic Schedule  
rate
-



representations or warranties by the other party in any other person this are not included in this Agreement.

9. CHANGES TO THIS AGREEMENT. This Agreement may only be changed in the manner provided for in this section 9.

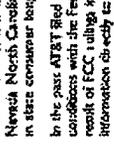
10. SERVICE IS NOT IN ANOTHER AT&T SERVICE. To avoid an additional AT&T Service or to switch from your existing Service to a different Service, you must notify us by (1) returning or



11. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

12. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

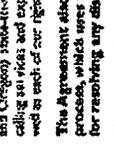
13. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



14. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

15. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

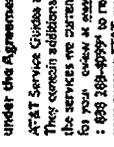
16. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



17. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

18. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

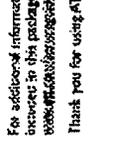
19. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



20. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

21. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

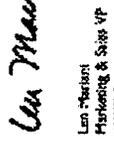
22. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



23. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

24. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

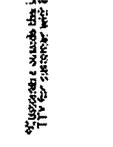
25. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



26. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

27. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

28. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



29. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

30. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

31. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



32. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

33. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

34. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



35. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

36. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.

37. SERVICE CHANGES. The following changes to the definition of Service or Services are made effective as of the date of this Agreement.



**AT&T ALL IN ONE ADVANTAGE PLAN**

**Restrictions:**

The following restrictions apply to the AT&T AIO Advantage Plan:

- A maximum of 10 Local lines per Small Business customer may subscribe to the AT&T AIO Advantage Plan (Plan M) across all locations.
- Call Center applications including but not limited to Auto-dialers are not allowed.
- Internet access and other data applications, including access to corporate LANs, are prohibited.
- All locations within the National Account structure MUST subscribe to the AT&T AIO Advantage Plan. ((Plan M) (All locations or no locations).
- The AT&T AIO Advantage Plan may not be ordered in conjunction with any other AIO Rate Plan.
- Any use not consistent with business voice services is prohibited\*

**\*NOTE\*** If the Company determines that the usage is not consistent with voice applications, the Customer shall forfeit eligibility for rates under this plan, and AT&T may suspend, restrict, or cancel the Customer's service without prior notice. Alternatively, AT&T may adjust the charges to All In One Plan rates at the discretion of the Company. Any usage in excess of 5,000 minutes per line per month shall be presumed to be not consistent with voice applications and shall be subject to the conditions above.

DATE

Dear ...,

Thank you for enrolling in AT&T All In One Advantage<sup>SM</sup> Plan. To ensure a smooth transition to AT&T, we would like to take this opportunity to review several important items about your new local phone service. For starters, please take a moment to verify that your address above and your order on the back of this letter are correct.

We're glad to have you as a customer. To welcome you to AT&T Local Service, we've enclosed an AT&T All In One Reference Guide, which provides you with important information about your AT&T Local Service. This guide contains valuable information including instructions on the set-up and activation of your selected Calling Features. Please review and keep this guide for future reference.

**Customer Service Options**

For more information about our services, please visit our website at <http://www.att.com/welcomecenter>. If you have questions about your account or corrections to your address or services ordered, you may contact us at 1-877-325-0445.

For billing disputes and other written communications, please write to AT&T, 7915 S. Emerson Ave, Box 233, Indianapolis, IN 46237

**Let AT&T BusinessDirect® Do More For Your Business, Online.**

AT&T BusinessDirect is our online account management tool. It's easy, convenient, secure and free! Plus, if you also sign up for Automatic Bill Payment through BusinessDirect with an American Express® Business Card, you'll receive an extra 5% off your AT&T All In One Advantage Plan qualifying charges each month – to register your account and for applicable terms and conditions, visit <http://www.att.com/opensavings>.

Thank you for choosing AT&T as your local service provider. We look forward to serving your business telecommunications needs.

Sincerely,

AT&T Small Business Marketing

**Please review your order below to ensure it is accurate. If you have any corrections, please contact us at 1-877-325-0445.**

<b>Lines/Trunks</b>	<b>Features</b>	
XXX-XXX-XXXX	CALL FORWARDING VARIABLE	CALL FORWARDING BUSY
	CALLER ID BLOCKING – PER LINE	CALL WAITING
	SPEED DIALING – 8	THREE WAY CALLING

-----Important Notice and Billing Information-----  
Rates and Terms and Conditions are as specified in relevant state tariffs and are subject to change.

All rates and charges are subject to change.

Service is subject to available facilities.

A Local Number Portability Surcharge (35 Cents) and a FCC Subscriber Line Charge apply per line.

An Administrative Expense Fee of 0.88% is applied to the total net interstate and international charges.

A UCC charge equal to the quarterly USF contribution factor established by the FCC will apply. The factor can be found at [http://www.fcc.gov/wcb/universal\\_service/quarter.html](http://www.fcc.gov/wcb/universal_service/quarter.html).

A Federal Regulatory Fee of 1 19% will be assessed on state-to-state and U.S. billed international charges, recovering amounts paid to the federal government for regulatory costs and telecom services for the hearing impaired.

AT&T assesses a monthly Carrier Line Charge of \$3.95 per line.

A Property Tax Allotment charge of 1 49% applies to total net interstate and international charges.

Non-Local calls and associated regulatory fees will be billed by your long distance service provider

All lines at your location must subscribe to the same calling plan.

If AT&T determines that the usage is non-consistent with the voice applications, the Customer shall forfeit eligibility for rates under the AT&T All In One Advantage Plan, and AT&T may adjust the charges to All In One Plan M basic rates at the discretion of AT&T

For Customers subscribing to the Term Plan Option, the following conditions apply: (a) 11 consecutive month term agreement, (b) Upon expiration of the term, the customer continues to receive service at the same rates on a month-to-month basis with no renewal of the customer commitment required.

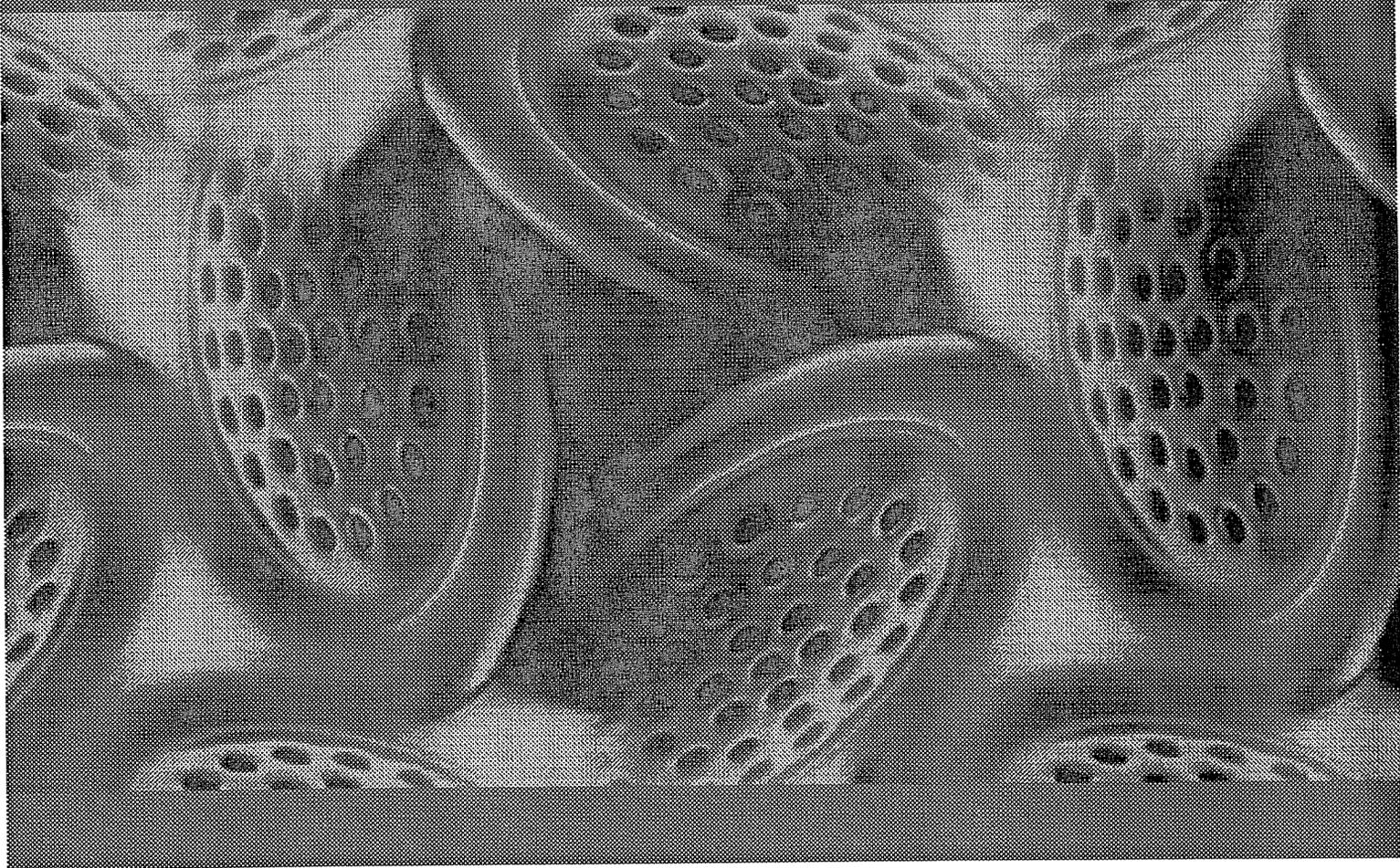
Term Plan Termination by Customer: For early termination of the Term Plan, the following conditions apply: (a) \$75 Termination charge, per location, if the plan is canceled prior to the expiration of the term period. (b) If another Long Distance Carrier is selected without notice to AT&T, the Term Plan Monthly Recurring Charge will continue to bill. (c) If the customer notifies AT&T that it no longer wants AT&T Local Service, termination will be effective as of the date AT&T records show the customer is no longer a subscriber to Local Services.

All In One Local Advantage Plan is the only local plan allowed with this offer. The total number of local lines subscribing to All In One Local Advantage Plan may not exceed 10 per Customer account across all locations.

The following restrictions apply: -Call-center applications including, but not limited to, autodialers are prohibited. -Internet connects and other data applications (including access to corporate LANs) are prohibited. -Any use not consistent with business voice services is prohibited. -Any usage in excess of 5,000 minutes per month, per line, shall be presumed to be not consistent with voice applications. -10 lines per customer location.

# AT&T All In One<sup>®</sup>

## Reference Guide



Inside you will find:

- Customer Service Support
- Voicemail Instructions
- Local Calling Feature Instructions
- eService Options
- Understanding Your Bill



► Welcome to AT&T All In One Service. We're glad to have you as a customer and we're dedicated to ensuring your complete satisfaction. AT&T All In One Service provides you with local and long distance services on a single, easy-to-read bill. Both our local and long distance services offer a variety of features for you to choose from, all of them designed to make your AT&T All In One Service as convenient as possible. You'll find easy-to-understand instructions in this reference guide, along with other important information about your AT&T All In One Service.

Keep this reference guide for future use.

# AT&T All In One®

## Reference Guide Contents

Customer Service Support .....	1
Calling Information .....	2
VoiceMail Services .....	3
Local Calling Features .....	10
Inside Wire Maintenance Plan .....	18
AT&T All In One Advantage™ Plan .....	18
Long Distance Services .....	19
Verifying Your Long Distance Carrier .....	20
eService Options .....	21
Understanding Your Bill .....	21
AT&T All In One Quick Reference Guide .....	23

NOTE: Some features and services not available in all areas and may not be compatible with each other.



# AT&T All In One<sup>®</sup>

## Online Reference Guide

Attachment 13

### Customer Service Support

AT&T offers a wide range of services and optional features to help you run your business in an efficient and effective manner.

In addition, AT&T is here to serve you, should you have a billing question or experience any problems related to the service you have purchased. AT&T All In One Service is all about making your life simpler when it comes to your telecommunications needs. For more information about your AT&T Local and Long Distance Service, special offers, Internet-related services, calling rates, terms and conditions or customer service, please visit one of AT&T online sites below:

#### AT&T Small Business Customer Center and Online Customer Service

- All Small Business Products

[www.att.com/smallbusiness](http://www.att.com/smallbusiness)

#### All In One Local Welcome

- Local Service Information Only

[www.att.com/localwelcome](http://www.att.com/localwelcome)

#### or Call Toll-Free

1-877-025-0448

#### AT&T Local – Enhanced and Non-Regulated Local Features Terms & Conditions

- Voicemail and Inside Wiring Maintenance Services

[www.att.com/regulate-att.com/#2/term/104.com](http://www.att.com/regulate-att.com/#2/term/104.com)

#### AT&T Business Service Agreement

- Covers Terms & Conditions for All In One Services

[www.att.com/businessagreement](http://www.att.com/businessagreement)

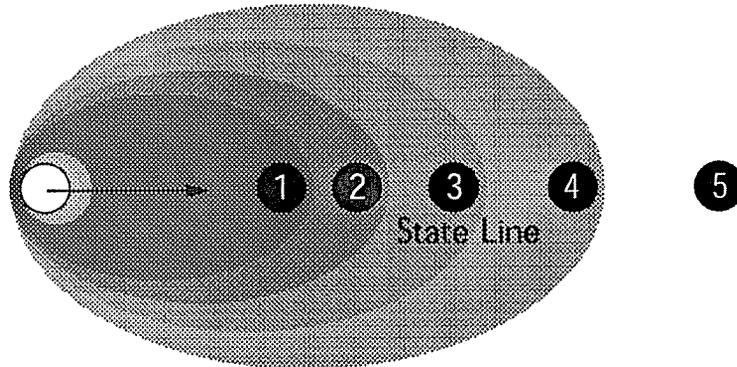


Calling Information

With AT&T All In One Service, you can call virtually anywhere in the world.

Here's a quick explanation of the different types of calls:

Call Types



- 1 **Local:** A call within your local calling area covered by your local calling plan.
- 2 **Toll (Regional Toll):** A call beyond your local calling area, but not far enough to be long distance.
- 3 **In-State Long Distance:** A call to a number outside your local and toll calling area, but still within the borders of your state.
- 4 **State-to-State Long Distance:** A call to a number in a different state.
- 5 **International Long Distance:** A call to a number outside the United States.

Calling Services

The following services are automatically part of your local business line service you receive with AT&T Local Service unless otherwise noted below:

**911: Emergency Service**

For emergencies in which there is immediate danger to life, health, or property, dial 911. For non-emergency situations, please contact the police, fire department or medical authorities at the number listed in your local phone book.



### 711: In-State Telecommunications Relay Service

Telecommunication Relay Service (TRS) operators facilitate telephone communications between TTY (teletype) users who are deaf, severely hard of hearing, speech disabled or those who do not have TTYs. You can reach in-state TRS operators at no additional charge by dialing 711 or using the existing in-state TRS phone numbers. If you are not hearing impaired and do not have TTY and hear a tone when dialing 711, follow the prompts or stay on the line and an operator will assist you.

### Directory Assistance

Directory assistance can provide both local and long distance numbers. Directory assistance calls are charged on a per-use basis. To access your local directory assistance, dial 4-1-1 (in some states 1-411 or 555-1212). If you are an AT&T customer, simply press 00 to reach our AT&T INFO local, long distance, and yellow-page directory and an AT&T representative will assist you.

### Operator Services

An operator will help you place collect calls, person-to-person calls, or bill-to-third-party calls. To contact your operator, press 0 for local calls and 00 for long distance calls. Charges will depend on the service requested.

### Directory Listings

With your AT&T Local Service, each customer receives a FREE published listing. Other directory listing options are available upon request. Additional charges may apply. These options include:

- "Non-listed" numbers which are not listed in the phone book, but are available through Directory Assistance.
- "Non-published" numbers which are not listed in the phone book or in Directory Assistance.

NOTE: AT&T does not currently offer Yellow Page advertising to its local subscribers.

## VoiceMail Services

With AT&T VoiceMail, you're never out of touch, no matter where you are. You can check your messages even when you're halfway around the world.

### Simple Set Up

Call into VoiceMail and use the voice prompts to guide you through the VoiceMail set up process.

### Extra Help

You may also want to turn to the "Activating AT&T VoiceMail" section below before you call, and read along while you listen to the voice prompts and set up your new VoiceMail service.

You may have selected one of the four VoiceMail arrangements listed next. Activation is the same for all VoiceMail arrangements and is described immediately after the service descriptions below. If you selected Deluxe Voice Multi-Mail, see page 6 for the service description and additional activation procedures.



## 1 Voicemail

Make your telephone a more powerful tool for communicating with your customers, suppliers, and sales representative.

AT&T Voicemail is our most economical solution.

- This option allows you to store up to 30 messages for 31 days.
- Call Forwarding option required on line with hunting.

## 2. Deluxe Voicemail

Ideal for businesses that rely heavily on Voicemail, including heavy inbound call volumes.

- This option allows you to store up to 60 messages for 45 days.
- Group distribution – mailbox owner may build up to 25 unique distribution lists each with up to 25 members.
- Maximum greeting length is 120 seconds.
- Maximum length of a message is 5 minutes.
- Call Forwarding option required on line with hunting.

## 3. Voicemail with Paging

Maximize your messaging potential. Set up your Voicemail to notify you of incoming messages. Ideal for people on the move.

- May be set up (by customer) to notify "urgent only" or "all calls."
- Three attempts will be made to notify user.

NOTE: AT&T does not offer pagers. Customer must already have a pager prior to ordering.

## 4. Deluxe Voicemail with Paging

Ideal for heavy Voicemail users frequently away from their office. The pager notification feature alerts you when someone has left a message on your voice mailbox.

- May be set up (by customer) to notify "urgent only" or "all calls."
- Three attempts will be made to notify user.

NOTE: AT&T does not offer pagers. Customer must already have a pager prior to ordering.

## Getting Started: First Steps

- Please remember to retrieve messages from your current voicemail box prior to conversion to AT&T Voicemail.

NOTE: Messages stored within your current mailbox will not be transferred to your AT&T mailbox.



- An AT&T representative will contact you by phone with your voicemail access number prior to conversion to AT&T Voicemail.
- The first time you call into your AT&T Voicemail system, you'll get an easy-to-follow tutorial to help you set up your mailbox.

### Activating AT&T Voicemail

Please choose from one of the two options below to activate your new AT&T Voicemail Service:

- Option 1: Dial your telephone number from the phone assigned to the voicemail feature; or
- Option 2: Dial the AT&T Voicemail access number provided by AT&T from any phone line.

#### Activation: Option 1

To activate your new AT&T Voicemail Service by dialing your telephone number from the phone assigned with the feature, follow these steps:

**1 Dial your 10-digit telephone number and press \* while the greeting message is playing.** You will hear the following prompt:

"You have reached (your telephone number). At the sound of the beep, please leave a message."

#### **2. Create a passcode.**

- You will hear: "The first step in setting up your mailbox is to set up a passcode."
- You will then be asked to set up a passcode number that is 4 to 10 digits long.
- Choose a number that you will easily remember, as you will be asked to enter it each time you enter your mailbox.

#### **3. Record your name.**

- You will hear: "You now need to record the name of the person who will be using this mailbox."
- State your full name after the beep.

#### **4. Record your personal greeting.**

You will be asked to record a greeting that callers will hear when you do not answer your line.

#### **5. Record your busy greeting.**

You will be asked to record a greeting that callers will hear when your line is busy.

#### Activation: Option 2

To activate your new AT&T Voicemail Service by dialing the AT&T Voicemail access number from any phone line, follow these steps:

#### **1 Dial the AT&T Voicemail Access Number**

You will hear: "Welcome to the message center. To enter your mailbox, press star. Otherwise, please redial the number you are calling."



2. **Press \*** You will hear: "Please enter a Mailbox Number."

3. **Enter the 10-digit telephone number where your mailbox is assigned. (The telephone number associated with your AT&T Voicemail Service.)** You will hear: "Press the pound key now to leave a message in another mailbox. Otherwise please hold."

4. **Enter nothing.**

You will hear: "Since this is the first time you have accessed your mailbox, please take a minute to set up your mailbox. To begin setting up your mailbox, press pound."

5. **Press # Create a passcode.**

- You will hear: "The first step in setting up your mailbox is to set up a passcode."
- You will be asked to set up a passcode number that is 4 to 10 digits long.
- Choose a number that you will easily remember as you will be asked to enter it each time you enter your mailbox.

6. **Record your name.**

- You will hear: "You now need to record the name of the person who will be using this mailbox."
- State your full name after the beep.

7. **Record your personal greeting.**

You will be asked to record a greeting that callers will hear when you do not answer your line.

8. **Record your busy greeting.**

You will be asked to record a greeting that callers will hear when your line is busy.

### Share Your Multi-Mail

Share a single phone line and still maintain separate, private mailboxes.

- Mailbox owner can assign up to 8 sub-mailboxes (partitioned) within the main mailbox.
- Each sub-mailbox has a unique passcode and personalized greetings.
- Callers may leave a message in the main mailbox or any of the sub-mailboxes as directed in the main greeting.
- Sub-mailbox users may message with other users and other sub-mailbox users.

**NOTE:** The 60 message limit is shared across all eight mailboxes (1 main plus 8 sub-mailboxes.)

**NOTE:** Paging is NOT available with multi-mailbox.



### Deluxe Voice Multi-Mail - Creating Sub-Mailboxes (Prompts 9-11)

1. At main menu select 9 for "Mailbox Options."
2. Select option 3 "To create or delete sub-mailboxes."
3. Select 1 "to create."
4. Follow voice prompts to record name of sub-mailbox user.
5. Press \* after recording to review, approve, or redo.
6. Enter sub-mailbox temporary passcode.
  - Press \* after entering to review, approve, or redo.
7. Select 1 to create additional sub-mailboxes.
8. Repeat above steps.
9. Press \* when done creating.

Record (or re-record) the main personal greeting which will instruct callers what key to press for any particular sub-mailbox.

10. Exit mailbox.
11. Distribute temporary passcodes to sub-mailbox users.

### Deluxe Voice Multi-Mail - Setting a Sub-Mailbox

1. Dial system access number.
2. Enter desired mailbox number (if calling from the telephone associated with this mailbox, this step is skipped).
3. Enter temporary passcode.
4. As prompted, when ready to initialize, press \*.
5. At prompt: change from the temporary passcode.
6. At prompt: re-record the sub-mailbox name.
7. Record a personalized greeting.
8. Once you have initialized your sub-mailbox, you will be given a few final tips. You will then revert to your main menu.

### Accessing Your Voicemail Service

To access your AT&T Voicemail Service, you may select from one of the following two options:

- Option 1: Dial your telephone number from the phone assigned to the feature; or
- Option 2: Dial the AT&T Voicemail access number provided by AT&T from any phone line.



## Attachment 13

### Accessing Voicemail: Option 1

To access your new AT&T Voicemail Service using your telephone number from the phone assigned this feature, follow these steps:

1. Dial your telephone number. You will hear your voicemail greeting.
2. Press \* while the greeting message is playing. You will hear "Please enter your passcode, or if you are not at your own phone, press \*, or press # to leave a message in another mailbox."
3. Enter your personal passcode.

### Accessing Voicemail: Option 2

To access your new AT&T Voicemail Service by using the AT&T Voicemail access number from any phone line, follow these steps:

1. Dial the access number.
2. Press \*
3. Enter your 10-digit telephone number (mailbox number).
4. Enter your personal passcode.

### Voicemail Menu Options

- **Listen:** To listen to your messages, press 1.
- **Send:** To send a message to another person or to a group, press 2.
- **Reminders:** To set a reminder message for yourself, press 3.

NOTE: One-time reminders are an optional feature.

### Mailbox Options:

To change your greetings, name or passcode, press 4.

- For greetings, press 1.
- For passcode, press 2.
- Other options, press 3.

### Special Voicemail Keys

These keys can be used at any time.

Press \* to **Cancel and Exit**

The "star" key stops the current action and returns you to the previous set of options.



### Press 0 for Help

The "zero" key provides you with information to assist you.

### Press # to Complete and Skip

The "pound" key completes the current action and moves you to the next menu.

### Press \* to go Back

### Press # to go Forward

## Setting Up Group Lists

- To set up Group Lists, press 5 1 from the main menu.
- To review a group, press 1.
- To change a group, press 2.
- To delete a group, press 3.
- To create a group, press 4.

1. You will be prompted to enter a group number and to record a name for the group.

2. Enter the mailbox number of each person to be included in the group.

3. You can cancel any incorrect action by pressing \*

## Pager Notifications

1. For Pager Notification, press 5 3 1 from the main menu.

2. Then press 1 for Pager Notification:

- Use this optional feature to assign a pager number that will be called when a message is received in your mailbox. If you use a tone pager, you will hear its usual beep.
- With a digital pager, your mailbox number will be displayed. If you use a voice pager, you will hear the first 20 seconds of the message.

**NOTE:** Pager Notification is an optional feature of AT&T Voice Messaging. You must request the Pager Option when ordering the Voicemail feature.



## Special Delivery/Out Calling

1. For Special Delivery/Out Calling, press 9.9.11 from the main menu.
2. Then press 1 for Special Delivery.

With this optional feature, you can select a telephone number to be called when a message is received in your mailbox.

- Press 1 to turn on/off the feature.
- Press 2 to review mailbox/pager/telephone number.
- Press 3 to change mailbox/pager/telephone number.
- Press 4 to restrict the messages that will activate Pager Notification and Special Delivery. You can specify to be notified exclusively of messages sent from a certain mailbox or of a message marked urgent.

## Local Calling Features

Local Calling Features:

1. Are charged on a monthly recurring basis, unless otherwise noted;
2. Require activation by AT&T for both new features and changes to existing features (except pay-per-use features),
3. May not be available in all areas and/or compatible with each other.

If you have any questions, need additional information, or would like to add features to your current service, please call the AT&T Business Customer Care or go to our eServicing web site. Please refer to the Customer Service Support Section in this guide for phone numbers and web addresses.

## Call Screening Features

Take control of your business phone calls with these powerful calling feature options:

### Anonymous Call Rejection (ACR)

AT&T Anonymous Call Rejection automatically rejects calls from people who intentionally block delivery of their calling party name and/or number. When purchasing Caller ID service, this feature is automatically placed on your business line.

To activate Anonymous Call Rejection:

Press 1\*\*\*

To deactivate Anonymous Call Rejection:

Press 23\*\*



### Caller ID\*

Using a display unit, AT&T Caller ID allows you to see the telephone number of the caller before you answer the phone. Even if the caller's number is unlisted, the number will be displayed — along with the date and time of the call. The subscriber must supply Caller ID equipment.

### Caller ID with Name\*

Using a display unit, AT&T Caller ID with Name allows you to see the telephone number and name of the caller before you answer the phone. Even if the caller's name and number are unlisted, this information will be displayed — along with the date and time of the call. The subscriber must supply Caller ID equipment.

\* Call Waiting is also available with this feature.

### Caller ID Blocking (Calling Number Delivery Block)

AT&T Caller ID Blocking provides you with two privacy options for your outgoing calls: Per Call or Per Line. When you use these options, your name and number will not be displayed to the called party.

#### Caller ID Blocking Per Call

To activate Caller ID Blocking Per Call:

1. Listen for a dial tone.
  2. Press \*67 and wait for a second dial tone.
  3. Dial the outgoing phone number. The receiver of this call will not see your phone number or name for this call only.
- If you want to block your information from being transmitted on the next call, you must repeat steps 1 to 3 above.

To deactivate Caller ID Blocking Per Call:

Automatically deactivated when you hang up from the original call.

#### Caller ID Blocking Per Line

To activate Caller ID Blocking Per Line:

Customer must contact AT&T to subscribe to this service.

- This service lets subscribers block the display of their name and phone number on all outgoing calls on a line designated by the subscriber.



To deactivate Caller ID Blocking Per Line on a Per-Call Basis:

1. Listen for dial tone and press \*62.
2. Complete the call as usual and subscriber's Caller ID information will be sent.

### Distinctive Ring

AT&T Distinctive Ring allows you to have two telephone numbers on a single analog line. The distinctive ring number will have a unique ringing pattern, which allows you to easily identify calls to each number.

### Selective Call Rejection

AT&T Selective Call Rejection allows you to selectively reject incoming calls from up to 12 different telephone numbers, which you identify.

To activate Selective Call Rejection:

1. Listen for a dial tone and press \*80.
2. Listen for the announcement of current "on/off" status.
3. Listen for announcements outlining the available options.
4. Press 1 to activate your updates.
  - Follow instructions to add, remove, delete or review entries (step 3). This feature will not activate without at least one entry.

To deactivate Selective Call Rejection:

1. Listen for a dial tone and press \*80.
2. Listen for instructions outlining available options.
3. Press 2 to deactivate the feature.

### Call Management Features

Increase your employees' productivity with these invaluable calling feature options:

#### Call Return

AT&T Call Return automatically redials the last incoming call for up to 30 minutes and signals the user with a special ring if the called number becomes available. Calls are charged on a per-use basis only.



To activate Call Return:

1. Press \*66.
2. You will hear an announcement stating the number that called your line. Press 1 if you want to return the call.
3. Your phone will then automatically dial the number.
  - If the called number is not busy, listen for normal ringing.
  - If the called number is busy, listen for the confirmation announcement, alerting you that Call Return will keep attempting to reach the number for up to 30 minutes. At this point, you may hang up your phone. A special ring will alert you when the call is completed.

To cancel a Call Return activation:

Press \*66 before the 30 minute initial activation is complete.

### Call Trace

AT&T Call Trace allows the customer to initiate a trace of an unwanted call that may be obscene, threatening or harassing in nature.

Calls are charged on a per-use basis only.

To activate Call Trace:

1. After receiving such a call, you should hang up the phone and wait 10 seconds to ensure the call is disconnected.
2. Listen for a dial tone and press \*57.
3. An announcement will play, prompting you to press 1 if you want to trace the call.
  - A toll-free number (Local Law Enforcement Agency 1-800-648-4936) is provided as part of the network announcement upon a successful trace. Should you wish to file a complaint or take legal action, call the toll-free number provided.
  - An unsuccessful trace will be followed by an error message.

### Call Transfer

AT&T Call Transfer allows you to transfer any incoming call to another line.

To activate Call Transfer:

1. After you receive an incoming call on your line, press the switch hook/flash button briefly on your telephone; this places your caller on hold and gives you a dial tone to make a call.
2. Dial the third party's number; when the third party answers, you may speak privately to them.



3. Press the switch hook/flash button again to establish a three-way call.
4. Hang up your phone to disconnect from the call; the other two parties will remain on the line together, successfully completing the transfer.

### Call Waiting\*

AT&T Call Waiting service allows you to receive an incoming call while on the phone.

\* Caller ID services are also available with this feature.

To activate Call Waiting:

- 1 You will hear a tone while you are talking on the telephone.
2. Press the switch hook/flash button briefly, this action places your original call on hold.
3. Speak with the Call Waiting party.
4. When finished with your conversation, simply press the switch hook/flash button, which will connect you to your original call.

OR

- 1 Hang up with the original party.
2. The phone will ring.
3. Speak with the Call Waiting party.

To deactivate Call Waiting:

- 1 Before placing an outgoing call, press \*70 and wait for a dial tone.
2. Dial the desired number.
  - Call Waiting will be automatically reactivated for new incoming calls when you hang up.

### Repeat Dial

AT&T Repeat Dial allows you to automatically recall the last number dialed for up to 30 minutes and signals the user with a special ring if the called number becomes available. Calls are charged on a per-use basis only.

To activate Repeat Dial:

- 1 Press \*80.
2. You will hear a recorded announcement stating that the service has been activated.
3. Your phone will then automatically dial the number.
  - The busy line is then monitored for up to 30 minutes. If the busy line is not free within 30 minutes, Repeat Dial cancels. The customer will be charged for the use of the service, but not for the phone call.



- Reactivation is identical to the initial activation of the feature.
- When the line becomes available, a special ring will alert you. You will pick up the phone and hear the call ringing on the other end, until the phone is answered.

To cancel a Repeat Dial activation:

Press \*36 before the 30 minute initial activation is complete.

### Speed Dialing

AT&T Speed Dialing is an easy, time-saving feature, allowing you to program frequently called numbers. AT&T has two options to choose from, depending on how long your frequently called number list is.

To program Speed Dial-1:

- 1 Listen for a dial tone.
2. Press the following keys based on your original phone provider area and wait for the second dial tone:

**Qwest/Verizon North & South:** press \*74

**All other providers:** press \*4#

3. Enter the one-digit Speed Dial number, 2 through 9, followed by the telephone number that you wish to assign to this code.
4. Several short tones will confirm correct entry.
5. To enter another telephone number into memory, hang up and repeat steps 1 to 4.

To use Speed Dial-1:

- 1 Pick up handset.
2. Press the assigned preset number, 2 through 9, and then press #

To program Speed Dial-30:

- 1 Listen for a dial tone.
2. Press the following keys based on your original phone provider area and wait for the second dial tone:

**Qwest:** press \*76

**All other providers:** press \*5#

3. Enter the 2-digit Speed Dial number, 20 through 49, followed by the telephone number that you wish to assign to this code.
4. Several short tones will confirm correct entry.
5. To enter another telephone number into memory, hang up and repeat steps 1 to 4.



To use Speed Dial-30:

- 1 Pick up handset.
2. Press the assigned preset number, 20 through 49, and then press #

**Three-Way Calling**

AT&T Three-Way Calling is a great productivity-enhancing tool that permits you to add a third party to a conversation on a single phone line. When using this feature, you may incur long distance charges if one or both parties are out of your local calling area.

To use Three-Way Calling:

- 1 Place a call to the first party.
2. Once the first party is on the line, press the switch hook/flash button briefly on your telephone; this places your first party on hold and gives you dial tone for your second call.
3. Dial the second party's number; when the second party answers, you may speak privately to them.
4. Press the switch hook/flash button again to connect all parties.

**Call Forwarding Features**

Never miss an important call again! AT&T has six options available that we can customize to fit your business needs. There are several opportunities to use Call Forwarding — and AT&T has many options available to meet your needs. Long distance charges may apply to calls you forward depending on the destination of the call.

**Call Forwarding Busy**

AT&T Call Forwarding Busy ensures that you never miss a call when your line is busy. This feature automatically forwards the call to a pre-selected number that you request, including any AT&T Voicemail Service.

**Call Forwarding No Answer**

AT&T Call Forwarding No Answer ensures that you never miss a call when you're away from the phone. This feature automatically forwards the call to a pre-determined number you request, including any AT&T Voicemail Service.

**Call Forwarding Variable**

AT&T Call Forwarding Variable is the most flexible call forwarding option AT&T has available. It allows you to forward your calls to any number at your own convenience, including AT&T Voice Messaging Services. These changes must be made at your business location where you subscribe to this service.



To activate Call Forwarding Variable:

- 1 Listen for a dial tone.
2. Press the following keys based on your original phone provider area and listen again for a dial tone:

**Qwest and Verizon GTE: press \*72**

**All other providers: press \*72#**

3. Dial the phone number of the forwarding location (only numbers up to 32 digits).
4. After dialing the forwarding number, Call Forwarding is activated upon answer.
5. If the line is not answered, repeat steps 1 through 3 within two minutes, and Call Forwarding will then be activated.

- To verify that the Call Forwarding feature is working, dial your own number from your own telephone.

To deactivate Call Forwarding variable:

- 1 Listen for a dial tone.
2. Press the following keys based on your original phone provider area and listen again for a dial tone:

**Qwest and Verizon GTE: press \*73**

**All other providers: press \*73#**

- A confirmation tone will sound to let you know the Call Forwarding feature is off.

### **Hunting**

AT&T Hunting allows incoming calls to seek an open line. If no lines are available and you subscribe to AT&T Voicemail Service, overflow calls will be forwarded directly to your voicemail box.

### **Remote Access to Call Forwarding**

AT&T Remote Access to Call Forwarding provides you the capability to activate or deactivate the Call Forward Variable feature from any phone, inside or outside your office.

To activate Remote Access to Call Forwarding:

- 1 Dial the Remote Access Directory Number (provided by AT&T).
2. You will be prompted to enter the 7-digit number that has Remote Access Service, along with a Personal Identification Number (PIN).



3. You will be prompted to dial the following feature code based on your original phone provider area:

**Verizon North & South:** press 473

**All other providers:** press 72#

4. You will be prompted to enter the number to which the calls are to be forwarded. If the subscriber normally dials 1+ area code to reach the forwarded number, then that is how they should enter it.

5. You will be prompted to verify the forwarded-to number by dialing 1.

To deactivate Remote Access to Call Forwarding:

1. Dial the Remote Access Directory Number.

2. You will be prompted to enter the 7-digit number that has Remote Access Service, along with a PIN.

3. You will be prompted to press #73.

4. You will be prompted to press \* to confirm that the service is now deactivated.

**Remote Call Forwarding**

AT&T Remote Call Forwarding enables your business to have the appearance of a local presence in an area outside your primary business location.

**Inside Wire Maintenance Plan**

The plan provides troubleshooting and repair of inside telephone wiring and jacks for your AT&T Local Service. If you ever need service, one of our qualified technicians will be on the way. Refer to the Customer Service Support Section of this Reference Guide to sign up now.

**AT&T All In One Advantage<sup>SM</sup> Plan**

**One Simple Choice, One Simple Plan.** For a single low monthly charge per line, AT&T All In One Advantage Plan includes:

- Unlimited eligible state-to-state and in-state domestic direct dial minutes
- Unlimited local minutes
- Local line charge

Local features, if desired:

- Call Forwarding Busy
- Call Forwarding Variable
- Call Waiting
- Speed Dial-8
- Three Way Calling



You can also combine Toll Free Service (i.e., 800, 888/877/866), International Calling, and Calling Card Calls at competitive rates with the All In One Advantage Plan. For a single monthly charge per line, you enjoy clear connections, unsurpassed service, and simple billing all under a single plan. The All In One Advantage Plan is available as a month-to-month offer or with a term plan. Sign up today, or for more details, log onto the Small Business Welcome Center website mentioned on page 1 of this guide.

### Long Distance Services

Business customers may also order long distance service with AT&T All In One. Our long distance services allow you to dial virtually any telephone number unassisted, and to receive calls from around the world. Services under the All In One umbrella include U.S. Domestic, International, Toll-Free, Local Toll, and Calling Card. Should you purchase any of these services, your business will receive:

- The **convenience of one AT&T bill** for both your long distance and local service;
- **Precise billing** of these calls in one-second increments after the initial 60 seconds;
- **Simple rates** regardless of the time of day or day of the week you place your call; and
- **AT&T's state-of-the-art network** with FASTAR reliability and SONET technology, ensuring your calls will be completed 99.99999% of the time.

### U.S. Domestic Service

AT&T All In One Domestic Service gives your business the ability to place state-to-state calls and regional long distance (intraLATA) calls.

### International Service

AT&T All In One International Service provides business users the ability to place calls to more than 220 countries around the world.

### Toll-Free Service

AT&T All In One Toll-Free Service makes it easier for your customers to reach your business at no cost, as your business pays for the inbound call. This service is available for both domestic and international calling.

### Local Toll Service

AT&T All In One Local Toll Service allows your business to place in-state toll calls.



### Calling Card Service

AT&T All In One Calling Card Service may be the most useful card in your wallet. This service makes it easy for you or your employees to be productive by giving you access to AT&T's global network while away from the office. In addition, you will be able to track individual employee usage on this service to ensure proper use of this business privilege.

### Value Added Services

#### Account Codes

AT&T All In One Account Codes provide secured access as well as simple account tracking of your long distance calls so you may identify or bill back to specific departments, locations or customers. At your discretion, these codes are assigned to an individual line or lines in your office. You can designate Account Codes to be either optional, mandatory or validated, and can choose text, numeric, or a combination of both for bill presentation.

#### To use Account Codes:

- 1 Dial the number you wish to call.
2. You will be prompted to enter an account code.
3. Your call is completed.
  - If codes are optional, the call is allowed to complete, with or without input of the first digit of the code or a number within five seconds.
  - If codes are mandatory, the voice prompt is replayed if you do not enter the first digit within five seconds. After an additional five seconds, you will hear the following message: "You have entered an invalid code." Please hang up and try again.

### Geographic Restrictions

AT&T All In One Geographic Restrictions feature permits your business to limit your outbound calling area based on specified area codes, exchanges and international country codes.

### Verifying Your Long Distance Carrier

To confirm that your AT&T All In One Long Distance Service has been connected, please dial 700-555-4343 from each telephone in your business (that selected AT&T as its primary long distance carrier) and listen to the recorded message.



## eService Options

**AT&T BusinessDirect™** – The expressway to customer service.

For a more convenient way to view and pay your AT&T All In One bill each month, consider AT&T BusinessDirect. It's simple, secure and accessible virtually 24 hours a day, 7 days a week.

With AT&T BusinessDirect, you can:

- Look-up names belonging to unfamiliar phone numbers appearing on your bill.
- Request real-time credit adjustments.
- Order additional services or make changes to your existing service.
- Receive e-mail answers to your billing questions.
- Identify and report service trouble online.

All at your convenience, all for FREE!

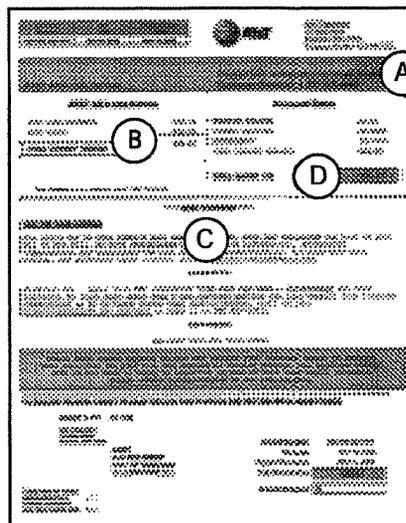
To register, visit [www.att.com/webdirectcenter](http://www.att.com/webdirectcenter)

## Understanding Your Bill

The sample bill provided in the next few pages is for illustrative purposes only and does not reflect all the features and services AT&T's All In One Service has to offer.

### Remittance Page

- A. Customer Service** — Questions? Just call our Customer Care Center toll-free.
- B. Summary of Charges** — The total amount due, broken down by service category.
- C. Useful News** — Here you'll learn about special offers, opportunities, new benefits, and rewards.
- D. Total Amount Due** — It's easy to find the total amount you owe and when it's due.



Summary of Charges Page

Long Distance Service Summary

**E. Monthly Charges** — Long distance service monthly charges.

**F. Usage Charges** — Long distance usage charges by call type.

**G. AT&T Rewards** — Long distance promotions.

**H. Other Charges & Credits**

**I. Regulatory Fees** — Monthly federal charges.

**J. Taxes** — Federal, state, and local taxes and surcharges.

Local Service Summary

**K. Monthly Charges** — Fees for the upcoming month's basic service and customer calling features.

**L. Usage Charges** — Local usage charges like operator-assisted and directory assistance calls.

**M. Other Charges & Credits**

**N. Regulatory Fees** — Required and allowable federal charges.

**O. Taxes** — Federal, state, and local taxes and surcharges.

Call Detail Page

**P Long Distance Call Detail** — Calls listed in an organized, easy-to-read manner by line number.

**Q. Totals By Line Number** — Lists total duration of minutes, charges and promotional minutes by line number.

This image shows a 'Summary of Charges' page with several sections. Callouts E through J are placed over specific line items:

- E**: Monthly charges for long distance service.
- F**: Usage charges for long distance calls.
- G**: AT&T Rewards promotional charges.
- H**: Other charges and credits.
- I**: Regulatory fees.
- J**: Taxes.

This image shows a 'Call Detail' page with call records. Callouts P and Q are placed over the summary section:

- P**: Long distance call detail listing calls by line number.
- Q**: Totals by line number, including duration, charges, and promotional minutes.



## AT&T All In One Quick Reference Guide

For the latest information about our Local features, visit our website at <http://www.att.com/welcomecenter> and click on Guide to your All In One Features link under the Find the Help You Need, or call our Customer Service Department at 800-325-0448 for the following services:

- To add or remove local features from your service.
- To add a new telephone number to your existing location.
- To change your directory listing.
- To report a change of billing address or plans to move from your current location.
- To receive an explanation of any local or long distance charges appearing on your AT&T All In One bill.
- To report no dial tone, troubles with your local features or to get status on a previously reported trouble.

### Accessing your Voicemail Service

To access your AT&T Voicemail Service by using the AT&T Voicemail Access Number from any phone line, follow these steps:

1. Dial the access number.
2. Press 1.
3. Enter your 10 digit telephone number (mailbox number).
4. Enter your personal passcode.

### Voicemail Main Menu

To listen to your messages, press 1.

To send a message to another person, or to a group, press 2.

Reminders: To set a reminder message for yourself, press 3.



**NOTE:** One-time reminders are an optional feature.

### Mailbox Options

To change your greetings, name or passcode, press 5.

For greetings, press 1.

For passcode, press 2.

Other options, press 3.

### Special Voicemail Keys:

These keys can be used at any time.

### Cancel and Exit

The \* key stops the current action and returns you to the previous set of options.

### 0 Help

The zero key provides you with information to assist you.

### # Complete and Skip

The # key completes the current action and moves you to the next menu.

\* Back

# Forward



Date

Customer Name  
XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

Dear Customer,

Thank you for choosing AT&T, and for giving us the opportunity to serve you. We believe our customers are the most important people in the world.

We want to make sure you are completely satisfied with the services and features you have selected. They are listed on the back of this letter, along with frequently asked questions about each. Please take a moment to verify that the listing of services and features is correct.

For new AT&T Local Service customers, we've also enclosed an AT&T Service Guide – It contains valuable information on:

- Customer Service Toll-Free Numbers and Web sites
- Calling Feature Instructions
- Tips on Understanding Your Bill

If you have additional questions about your local account, visit us online, or if you prefer, call toll free. Please refer to the right-hand panel of this letter for specific contact information.

Again, thank you for choosing AT&T. We hope you enjoy your new services and features.

Sincerely,

AT&T Consumer Marketing

AT&T provides our state-to-state and international services to you under the AT&T Consumer Services Agreement, which can be viewed at [www.att.com/serviceguide/home](http://www.att.com/serviceguide/home). For new customers, a copy of this Agreement is enclosed. You accept the terms of the Agreement simply by continuing to use or pay for these services. Please review the Agreement carefully. However, please note, AT&T is not enforcing Section 7 of the Agreement, called Dispute Resolution, in California. For additional information, please see the attached perforated panel, or visit us at [www.att.com/home](http://www.att.com/home).

## ORDER STATUS AS OF MM/DD/YEAR

<u>Order Item</u>	<u>(XXX) XXX-XXXX</u>
Call Plan XXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	In Process aaaaaaaaaaaaaaaaaaaaa
Call Block 900/976	In Process
Directory List-Standard	In Process
AT&T Residential Long Distance Svc. Protect Your AT&T Service	Mailed Separately
AT&T Local Toll Service	In Process

***What are the details of Call Plan XXXXXXXX?***

Call Plan XXXXXXXX gives you unlimited local calling from home to your local calling area. Please refer to your AT&T Service Guide for other important information, calling features and functionalities.

***What is Call Block 900/976?***

An automatic block is placed on your line so you cannot make or be charged for 900 and 976 calls from your home phone. Please refer to your AT&T Service Guide for a brief overview of the local features and their functionalities.

***What is Directory Listing Standard?***

You will receive one directory listing with your AT&T Local Service. This listing allows your telephone number to be listed under your preferred name in order for someone to locate you easily through the White Pages or through Directory Assistance. Please refer to your AT&T Service Guide for other important calling information, features and functionalities.

***I signed up for AT&T Residential Long Distance Service. What do I need to know?***

Before making a long distance call, verify whether you've been switched to AT&T by dialing 1 700 555-4141 from your home telephone. If you have not been switched, please call 1 800 222-0300. AT&T Residential Long Distance Service can include any of the following types of calls: domestic state-to-state, in-state, local toll, regional, shorter distance or local long distance, international. You may also have chosen a specific AT&T calling plan that gives you special per-minute rates. If so, details of that plan will appear below. Thank you for choosing AT&T.

***How can I protect my choice of AT&T Long Distance?***

It's easy to protect an unauthorized switch of your long distance service. Simply call your local phone company's customer service number (it's on your phone bill) and inform the customer service representative that you want your AT&T service "frozen" so that you cannot be switched to a new carrier without your permission.

***What are local toll calls?***

Local toll calls are calls to numbers that are beyond your local calling area, but not far enough away to be long distance. Depending on where you live, they may also be known as in-state long distance, regional calls, shorter distance calls, local long-distance or inter-island calls. With most AT&T calling plans, when AT&T carries your local toll calls over its network, your local toll calls will be itemized on your AT&T bill or on the AT&T bill page included in your local telephone bill. Visit our website at to see a map of your local toll calling area and find out about your low per-minute rates.

Date

Customer

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXX

Dear Customer,

Thank you for choosing AT&T, and for giving us the opportunity to serve you. We believe our customers are the most important people in the world.

We want to make sure you are completely satisfied with the services and features you have selected. They are listed on the back of this letter; please take a moment to verify them. If you have questions about your account, please refer to the right-hand panel for customer contact information.

In addition to great service, you can also take advantage of AT&T Online Billing. No more writing checks! Plus, you will be able to review your bill and payment history online, whenever it's most convenient for you. It's fast, free, and secure. Just visit our Web site at [www.att.com/go-online](http://www.att.com/go-online) to sign up.

If you would like to manage your entire account online, please go to our new online AT&T Customer Center at [www.customerservice.att.com](http://www.customerservice.att.com). Order new services and products, check on their status, and link right to your online billing from there. You will also have access to Ask Allie, our virtual customer service representative. No lines, no waiting. It's just one more way we can make your life simpler

Again, thank you for choosing AT&T We hope you enjoy your new services and features.

Sincerely,

AT&T Consumer Marketing

AT&T provides state-to-state and international services to you under the AT&T Consumer Services Agreement, which can be viewed at [www.att.com/serviceguide/home](http://www.att.com/serviceguide/home). For new customers, a copy of this Agreement is enclosed. You accept the terms of the Agreement simply by continuing to use or pay for these services. Please review the Agreement carefully, including Section 7 (Dispute Resolution), which describes AT&T's new binding-arbitration process that uses a neutral third party rather than a jury for resolving disputes that may arise.

## ORDER STATUS AS OF MM/DD/YEAR

Order Item

(XXX) XXX-XXXX

*What are the details of Call Plan XXXXXXXX?*

CALL PLAN DETAILS WOULD BE INCLUDED HERE, ALONG WITH THE FOLLOWING STATEMENT BELOW: This plan does not include internet access services, commercial, telemarketing or other non-residential uses. AT&T reserves the right to suspend, cancel or restrict service without prior notice if you are using the service to make non-residential voice calls.

**AT&T LONG DISTANCE SERVICE**

<b>AT&amp;T LONG DISTANCE CUSTOMER SERVICE</b>	<b>1 800 222-0300</b>
<b>AT&amp;T Servicio al Cliente</b>	<b>1 800 235-0900</b>
<b>AT&amp;T Hearing/Speech Impaired</b>	<b>1 800 872-3883</b>
<b>Special-Needs Teletype Services</b>	<b>1 800 833-3232</b>
<b>Confirming Your Residential Long Distance Service</b>	<b>1 700 555-4141</b>
Call this toll-free number from your home telephone number.	
<b>Confirming Your Local Toll Service</b>	<b>1 (your area code) 700-4141</b>
Call this toll-free number from your home telephone number.	
<b>Moving?</b>	
Just one call before your move ensures your AT&T phone service moves smoothly to your new home.	<b>1 800 MOVE-ATT</b>
<b>Slamming Resolution Center</b>	<b>1 800-538-5345</b>
If you think you've been switched without authorization	
To a carrier other than AT&T, call this toll-free number.	
<b>AT&amp;T Online Customer Service</b>	<b><a href="http://www.customerservice.att.com">www.customerservice.att.com</a></b>
Customer service is available virtually 24 hours a day.	
<b>AT&amp;T Online Billing</b>	<b><a href="http://www.att.com/go-online">www.att.com/go-online</a></b>
For greater convenience and control, sign up for online billing.	
<b>AT&amp;T Local Toll Maps and Rates</b>	<b><a href="http://www.att.com/localtoll">www.att.com/localtoll</a></b>
Log on to our Web site to see a map of your AT&T Local toll calling area and find out about your low per-minute rates.	

**INFORMATION ABOUT YOUR SERVICE**

AT&T's state-to-state and international services are provided under the AT&T Consumer Services Agreement. The Agreement explains each of our rights and responsibilities, including billing and payment. The Agreement also includes AT&T's new binding arbitration process, which uses a neutral third party rather than a jury to resolve disputes that may arise. You accept the terms of the Agreement by using or paying for your AT&T state-to-state or international services. For additional information or to view the Agreement, visit us at [www.att.com/serviceguide/home](http://www.att.com/serviceguide/home) or call us at 1 888 288-4099.

**IMPORTANT NOTICE AND BILLING INFORMATION**

A minimum usage charge may be applied to the plan you selected. If, in any month your qualifying calling charges fall below the minimum, the difference will be added to your bill. Qualifying AT&T calls include direct-dialed domestic and international long distance, local toll, AT&T Calling Card calls, operator-handled calls, and directory assistance calls, when billed on the same bill as your AT&T Residential Long Distance charges. Taxes, the Bill Statement Fee, In-State Connection Fee, Regulatory Assessment Fee and the Universal Connectivity Charge do not apply to the usage minimum. **If you have not enrolled in a long distance calling plan, you will receive AT&T basic rates for your long distance calls from home. There is a \$3.95 monthly charge for the AT&T basic state-to-state direct dialed rate plan.** From time to time, AT&T may make changes to its rates and charges. For information on AT&T rates and charges, please visit [www.att.com/serviceguide/home](http://www.att.com/serviceguide/home).

AT&T recovers its expenses for the Federal Universal Service Fund through the Universal Connectivity Charge (UCC). This monthly charge is a percentage of your AT&T state-to-state and international charges, including monthly fees that appear on your bill. If you have AT&T for local service, the UCC also applies to your FCC Line Charge and number portability charge. Call 1 800 532-2021 to find out the current UCC percentage. Additional state charges may apply. If you need additional information and/or state specific charges, call us at 1 800 288-2747. An In-State connection Fee of up to \$2.49 may apply to your bill. For more information on this fee, and whether you will be charged, please call 1 800 333-5256. A Bill Statement Fee of \$2.49 per bill is assessed to customers who receive their AT&T Long Distance charges in their local phone company bill. In addition, your bill also includes a \$1.49 per month Regulatory Assessment Fee. This fee applies for each month that you have AT&T state-to-state or international charges on your bill. This fee helps AT&T recover the costs associated with interstate and international connection charges, property taxes, and expenses associated with regulatory proceedings and compliance. It is not a tax or charge required by the government. For more information please call 1 800 854-9940.